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Surveying the future

2021 Survey of Veteran Enrollees' Health and Use of Health Care

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Data Findings Report

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Executive Summary

The Department of Veterans Affairs (VA) operates the country's largest and most comprehensive, integrated health care system through the Veterans Health Administration (VHA). The Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) provides an overall characterization of Veterans who are enrolled in VA's health care system (enrollees). Main topics addressed in the survey include enrollees' health insurance coverage, prescription drug use, health and smoking status, readiness to utilize digital health care platforms, and enrollees' perceptions of VA and non-VA health care facilities. This report presents the findings from the 2021 Survey of Enrollees. Data were analyzed in relation to demographic factors that were relevant to enrollees when determining their use of VA health care services.

Overview of the Survey of Enrollees

Given the large and growing Veteran population requiring health care services, VHA seeks input from enrolled Veterans to better understand their health care needs. Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in VA Health Care. To facilitate Veteran input, the VHA Chief Strategy Office conducts the annual Survey of Enrollees with more than 42,000 Veterans who are enrolled in VA's health care system.

Survey data include enrollees' health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, digital access, and other pertinent data not available through any other VHA databases. Survey data help inform policy decisions on Veteran health care and serve as a means for VHA projections on enrollment, utilization, and cost. VHA also uses this information to understand the variability in enrollee access, utilization, and perceptions of VA health care services.

The Survey of Enrollees provides an in-depth picture of enrollees' characteristics, health status, available health care options, and use and perceptions of VA health care.

VA has conducted 19 iterations of the Survey of Enrollees since 1999. The first nine iterations of the survey were conducted solely via telephone interview before transitioning to a

multi-mode technique. The two modes of data collection for the 2021 Survey of Enrollees were paper and web data collection, with strategies aimed at maximizing online responses.

Methodology

The target population for VA’s 2021 Survey of Enrollees included all Veterans enrolled in VA Health Care as of September 30, 2020 residing within the 50 U.S. states, District of Columbia, Puerto Rico, or the U.S. Virgin Islands. The VHA enrollment file was used to construct the sampling frame that represents the target population. The sampling frame for the 2021 Survey of Enrollees excluded Veterans with incomplete contact or stratification information, such as those with invalid addresses, those missing gender data, and those with a listed age greater than 110 or less than 17 years old.

The sample was stratified by geographical health care markets, enrollee type, and priority group. For administrative purposes, VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Enrollee type is defined by the Veteran’s date of enrollment in the VA health care system. If a Veteran enrolled in VA Health Care on or prior to the enactment of the current enrollment system (March 31, 1999, the date reform was enacted), the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999 were defined as post-enrollees. Priority groups define a Veteran’s priority for VA health care services. Priority groups range from one to eight, with Group 1 being the highest priority. For the purposes of analysis, Priority Groups 1-3 were classified into one stratum, Priority Groups 4-6 into a second stratum, and Priority Groups 7-8 into a third stratum.

Data collection for the 2021 Survey of Enrollees occurred in two waves to allow better targeting of the sample stratification cells and ensure that all cell quotas were met. Wave 1 fielding began on March 8, 2021, and wave 2 began on May 19, 2021. Fielding ended on July 9, 2021. A total of 139,167 enrollees were invited to participate in the survey and 42,351 enrollees returned a completed survey.

The 2021 survey data were weighted so that the findings were representative of the entire enrollee survey sampling frame, which totaled 8,680,525 Veterans enrolled in the VA Health Care system.

Demographic and Socioeconomic Characteristics

In the 2021 enrollee survey sampling frame, enrollees classified in Priority Groups 1-3 remained the largest proportion of enrollees, at 55.5 percent. The proportion of enrollees in Priority Group 1 continued its steady increase, reaching 32.9 percent in 2021 from 25.0 percent in 2017. Over the same period, the percentage of enrollees in Priority Group 5 dropped from 21.0 percent in 2017 to 16.6 percent in 2021. The proportion of enrollees younger than 45 years old increased slightly from 20.6 percent in 2017 to 21.7 percent in 2021, while the proportion of enrollees ages 45-64 declined slightly from 31.0 percent to 29.9 percent over the same period.

Slightly more than half (57.5%) of the enrollees reported an annual household income of \$35,000 or higher, an increase from 2020 (56.6%). Between 2020 and 2021, national trends of unemployment decreased overall, decreasing from 8.0 percent to 6.0 percent among civilians and from 6.5 percent to 4.8 percent among Veterans. Enrolled Veterans' unemployment rate also decreased, from 12.9 percent in 2020 to 9.1 percent in 2021.

Consistent with findings from 2020, most enrollees were male, married, and non-Hispanic White. While the single largest service-era component of the enrollee population remained those who served during the Vietnam War (36.2%), enrollees who served during the post-2001 era are a growing component of the VA enrollee population and continued an upward trend from 25.2 percent in 2017, to 26.7 percent in 2018, 27.7 percent in 2019, 29.1 percent in 2020, and most recently to 30.4 percent in 2021. Among post-2001 enrollees, 72.6 percent reported having served in a combat or war zone, compared to 48.3 percent of enrollees overall who reported having done so.

Health Insurance Coverage

Veterans have varied health insurance coverage, including Medicare, Medicaid, TRICARE, and private insurance. The availability of other public or private insurance coverage is an important factor related to enrollee use of VA health care services.

In 2021, about one in five enrollees (19.7%) reported having no other public or private insurance coverage, consistent with findings for 2020 (19.1%). Similar to 2020, lack of insurance

coverage was highest among enrollees who were under age 45 (38.1%) or who had an annual income of less than \$35,000 (27.5%). Also similar to 2020, enrollees in Priority Groups 4-6 were more likely to be uninsured (23.5%) than those in Priority Groups 1-3 (20.3%) or Priority Groups 7-8 (13.8%).

Prescription Drug Coverage and Use

To understand enrollees' reliance on the VA for prescription drugs, the 2021 Survey of Enrollees included questions about prescription drug coverage and prescription drugs obtained from community sources as well as through the VA. Most enrollees (80.3%) reported having health insurance, but prescription drug coverage rates varied significantly by insurance type. While a large majority (83.2%) of enrollees' private health insurance plans included prescription medication coverage, approximately one-third (34.2%) of enrollees with Medicare reported having prescription drug coverage under Medicare Part D. Rates of both types of coverage for prescription drugs remained similar to those in 2020.

Of the enrolled Veterans who reported taking at least one prescription drug in the last 30 days, approximately two-thirds (63.8%) obtained one or more of their prescription medications from the VA. These enrollees reported receiving an average of 3.5 prescription medications from the VA, the same average as 2020. Enrollees tended to obtain either all of their prescription medications from the VA or none of their prescription medications from the VA. Nearly half of enrollees (46.3%) reported being entirely reliant on the VA for their prescription medications in the past 30 days, while slightly more than one-third (34.7%) obtained none of their prescription medications from the VA.

Health Status

The 2021 survey gathered information about enrollees' perceived health status by asking enrollees to rate their health relative to other people their own age. A majority of enrollees viewed their health as excellent/very good/good (73.7%). Enrollees with household incomes of less than \$35,000 and those in Priority Groups 1-3 were less likely than higher-income enrollees or those in Priority Groups 4-6 and 7-8 to rate their health as "good" or better.

Nearly three in four enrollees perceived their health as "good," "very good," or "excellent."

A majority of enrollees reported either no disability or a low-level disability with regard to tasks necessary for independent functioning as a member of a community, such as scheduling medical services or using public transportation.

However, one in seven enrollees had one or more functional limitations with activities of daily living which required at least some assistance from family, friends, or neighbors, such as bathing, eating, or dressing.

The 2021 Survey of Enrollees also gathered information about enrollees' functional limitations with (a) Activities of Daily Living (ADLs), which are fundamental functions of self-care such as bathing, eating, getting in or out of bed or a chair, using the toilet, walking around the house, and dressing; and (b) Instrumental Activities of Daily Living (IADLs), which are tasks necessary for independent functioning as a member of a community, such as preparing meals, managing money, doing household chores, using the telephone, taking medications properly, getting to

places in the community, scheduling medical services, and driving or using public transportation. Enrollees identified tasks requiring at least some assistance from family, friends, neighbors, or others by using the options "completely dependent," "some assistance needed," or "no assistance needed or not applicable."

The majority of enrollees reported no disability or a low-level disability (85.8%), whereas 7.4 percent had one or two ADL disabilities and 6.8 percent had three, four, or five ADL disabilities. Disability was less prevalent among enrollees in the lowest Priority Groups (7-8) and those with higher levels of income (\$35,000 or more). Three or more ADL disabilities was most common among those in Priority Groups 1-3 (7.7%), those age 65 years or older (8.2%), and those with incomes of less than \$35,000 per year (8.4%).

Smoking and Tobacco Use

The questions about smoking behaviors in the 2016, 2017, 2018, 2019, 2020, and 2021 Survey of Enrollees were modeled after the Behavioral Risk Factor Surveillance System (BRFSS), a national health survey conducted by the Centers for Disease Control and Prevention (CDC). Enrollees were classified into six groups based on their responses to the smoking questions: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters.

In 2021, 55.5 percent of enrollees were classified as ever smokers and 12.9 percent were current smokers, which was a modest decrease from 2020 (13.3%) and lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%). Enrollees who were current smokers were more heavily represented by those who were in Priority Groups 4-6, between 45 and 64 years of age, or American Indian/Alaska Native non-Hispanic, and those who were lower income earners, uninsured, unemployed, or reporting fair/poor health. Smoking rates were also higher among enrollees who accessed the VA health care system in 2020 than among enrolled Veterans who did not use the system during the same period.

The percentage of enrollees who were current smokers declined from 13.3 percent in 2020 to 12.9 percent in 2021, which is lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).

Over the past five years, the rates of ever smokers declined from 60.5 percent in 2017 to 55.5 percent in 2021.

Nearly one in 20 enrollees (5.1%) reported using smokeless tobacco and 3.8 percent reported using e-cigarettes or other vaping products either every day or some days.

Just under half (49.3%) of current smokers made a recent quitting attempt but were unsuccessful. More than one-third (35.8%) of these recent unsuccessful quitters used non-nicotine prescription medications or nicotine replacement therapy to help with their quitting effort. Nicotine replacement therapy, non-nicotine prescription medications, and tobacco cessation counseling services were the top three VA resources that the enrollee smokers were aware of and willing to use.

Approximately 5.1 percent of enrollees reported using smokeless tobacco every day (3.2%) or some days (1.9%), and a total of 3.8 percent reported using e-cigarettes or other vaping products, either every day (1.6%) or some days (2.2%).

Digital Access to VA Information and Resources

Access to the Internet

Slightly more than four in five enrollees (83.2%) reported using the Internet occasionally or on a more frequent basis, a slight increase from 2020 (81.3%). Similar to 2020, Internet use varied with age, income, and priority group. Enrollees who were younger than age 45, those who had higher annual incomes (\$35,000 or more), and enrollees in the highest priority groups (Priority

Groups 1-3) claimed the highest rates of Internet use (98.6%, 91.4%, and 89.1%, respectively), with enrollees ages 45-64 also reporting high Internet use rates (92.5%). Internet use among enrollees under the age of 45 was nearly 30 percentage points higher than the rate of Internet use among enrollees 65 years of age or older.

Enrollee Internet users accessed the Internet most frequently from home (90.6%), via a mobile device (50.1%), or at a workplace (27.1%).

Use of My HealtheVet Website

The 2021 Survey of Enrollees retained several questions from the 2020 survey about the My HealtheVet (MHV) website, an online personal health record portal for Veterans and active duty service members, as well as their health care providers and dependents. Among enrollees who were aware of MHV, 65.0 percent said that they used the website, as compared to 59.8 percent in 2020. Compared to 2020, the 2021 MHV utilization rate increased across all age, priority, and income groups with increases ranging from 1.2 percentage points to 7.4 percentage points.

Among MHV users, the five most frequently cited reasons for using MHV were: looking at VA appointments (80.0%), searching for health information (74.2%), checking lab results (73.2%), refilling prescriptions (72.3%), and communicating with health care providers through secure email (67.0%).

Enrollees' Views of VA Health Care

Experience and Satisfaction with Health Care Provided at VA and non-VA Facilities

The 2021 survey asked enrollees to assess their experience and satisfaction with VA health care facilities and VA-paid health care at non-VA facilities (community care). A total of 60.8 percent of enrollees reported using VA health care services at a VA facility on or after January 1, 2020, a 3.5 percentage point decrease from 2020 (64.3%). Research indicates that the number of in-person visits decreased while telephone and video visits at VA outpatient facilities increased during the initial 10 months of the COVID-19 pandemic.¹ More than one in five enrollees

¹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7429994>

(22.9%) reported using VA-paid health care at a non-VA facility during the same period, which is approximately the same amount that reported this use in 2020 (23.1%).

A large majority of enrollees – ranging from 77.7 to 89.4 percent – responded favorably about their experiences with scheduling appointments, facility access, and interactions with provider personnel regardless of whether they received care at VA facilities or from community care. However, compared to those who received health care at a VA facility, enrollees who received community care reported slightly more positive experiences across all appointment scheduling measures and for wait times after arriving for an appointment. The largest differences in enrollees’ experiences between VA and non-VA facilities concerned perceptions about the ability to get appointments within a reasonable time, wait times after arriving for an appointment, whether appointments took place as scheduled, and the availability of appointments at convenient hours and days. The proportions of enrollees who responded favorably about these aspects of their care were 3.7, 2.3, 2.1, and 2.0 percentage points higher, respectively, for non-VA facilities than for VA facilities.

Veterans younger than age 45 tended to report better experiences at non-VA facilities than VA facilities, while Veterans 65 years or older reported better experiences at VA facilities than non-VA facilities, with the exception of appointments taking place as scheduled. On this measure, Veterans in both age groups reported better experiences at non-VA facilities than VA facilities.

In terms of satisfaction, enrollees responded favorably – ranging from 73.1 to 90.9 percent – about their interaction with health care providers, their participation in decision-making, and the ability to get referrals for specialist care or special equipment regardless of whether they were treated at VA or non-VA facilities. Enrollees were most satisfied with the first domain, the way in which health care providers interacted with them. Enrollees scored VA facilities slightly higher than non-VA facilities with regard to the way their privacy was respected (90.9% versus 88.4%) and the respect they received from the health care professionals (89.7% versus 87.9%). The vast majority of enrollees expressed satisfaction with participation in decision-making about their health issues at both VA and non-VA facilities. Enrollees were least satisfied with their ability to get referrals for specialist care or special equipment. Satisfaction ratings for this aspect of their health care were almost the same at non-VA and VA facilities (74.2% and 73.1%, respectively).

Veterans younger than age 45 tended to be more satisfied with interactions with providers, decision-making, and referrals at non-VA facilities than at VA facilities, while Veterans 65 years or older were generally more satisfied at VA facilities than non-VA facilities on these measures. On two measures, Veterans in both age groups tended to be more satisfied with VA facilities than non-VA facilities: the way their privacy was respected, and participation in decisions about their care. On one measure, Veterans in both age groups expressed greater satisfaction with non-VA facilities than VA facilities: the ability to get referrals for specialists or special equipment.

Reasons for Using Health Care Services Other Than Those Provided by VA

Slightly more than half (50.4%) of enrollees indicated that they used health care services other than those provided or paid for by VA, a slight decrease from the 2020 survey (51.0%). The most frequently cited reasons were related to characteristics of the non-VA provider. This included “easier access to care” provided by these non-VA providers (67.0%) and having an existing provider outside VA they “really like and trust” (65.8%). Enrollees with higher incomes were more likely to respond in this manner. While enrollees in higher priority groups (Priority Groups 1-3) were more likely to cite easier access to care as a top reason to use non-VA health care services, enrollees age 65 or older were more likely to do so because they had an existing provider outside VA they “really like and trust.”

Of the reasons associated negatively with VA health care characteristics, the most cited by enrollees was having a condition requiring immediate attention for which they could not get an appointment at VA (35.6%). Approximately four in ten (40.6%) of those with an annual household income under \$35,000 reported this as a reason for using non-VA health care services. A smaller percentage of enrollees used other facilities because of prior dissatisfaction with VA care (22.9%). Enrollees in Priority Groups 1-3 or those younger than 45 years old were more likely to cite these two reasons. More than one in seven enrollees who used non-VA health care services (15.7%) did so because they perceived themselves as ineligible to receive the needed service at a VA facility. These enrollees tended to be younger than 65 years old and in Priority Groups 4-6 and 7-8.

Current and Planned Future Use of VA

Nearly one-third (31.1%) of enrollees said that they currently used VA services to meet all of their health care needs. In terms of future use, 44.6 percent of all enrollees said that they

planned to use VA Health Care as their primary source of health care. This was followed by 14.4 percent who said that they would use it for service-related disability or physical or mental health conditions, and 14.1 percent who said that they would use it as a safety net. Enrollees in Priority Groups 4-6 were more likely to plan to use VA as their primary source of care, as were enrollees younger than 65 years of age, and those with lower household incomes.

Trust in VA

Of all enrollees, 79.1 percent indicated that they either “strongly agree” or “somewhat agree” that they trusted VA to fulfill our country’s commitment to Veterans, a 1.6 percentage point increase from 2020 (77.5%). Enrollees in Priority Groups 4-6, those who were age 65 years or older, and those with annual incomes less than \$35,000 expressed the highest levels of trust (“strongly agree”) in the VA to fulfill our country’s commitment to Veterans (53.6%, 54.3%, and 53.6%, respectively).

Conclusion

Findings from the 2021 Survey of Enrollees were generally consistent with those from prior years, with the following noteworthy differences between 2020 and 2021:

- The percentage of enrollees who were current smokers continued to decline, from 13.3 percent to 12.9 percent between 2020 and 2021, which is lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).
- Of those Veteran enrollees who were aware of MHV, 65.0 percent reported using the MHV website, an increase of 5.2 percentage points over 2020 (59.8%).
- The 2021 survey revealed an increased willingness among enrollee Internet users to perform (tele) health-related tasks using a computer or mobile device. Compared to 2019, the percentage willing to use these technologies increased for all (tele) health activities listed on the survey. Moreover, the proportions who reported that they would be "very willing" to do so increased by more than 5 percentage points for five of the tasks: filling out health forms, looking for health information on a VA website,

scheduling medical appointments, watching educational health videos, and completing an online health assessment to measure stress or anxiety.

The findings presented in this report provide the VA with insight on current health care efforts and help inform VHA's health care planning and future projections.

Overview of the Survey of Enrollees **1**

The Department of Veterans Affairs (VA) operates the country's largest and most comprehensive, integrated health care system through the Veterans Health Administration (VHA). All Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in VA Health Care. Given that more than 13 million Veterans currently are eligible to receive care from the VA, it is important for VHA to understand their health care needs. The intent of the Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) is to collect information about enrollees' health care needs, along with demographic and socioeconomic factors that affect usage patterns, to help inform VHA's health care planning and future projections.

VHA provides primary and specialty care, a comprehensive pharmaceutical benefits package, and ancillary services to its enrollees through a geographically dispersed network of 171 medical centers and 1,112 outpatient sites.² For administrative purposes, VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Markets are health care areas within each VISN that have a sufficient population and geographic size to benefit from the coordination and planning of health care services and to support a full health care delivery system.³

Approximately nine million Veterans are enrolled in the VA Health Care system, with approximately half of that population over the age of 65. At the same time, younger enrollees are more diverse in gender, race, and ethnicity, more affluent, and experience health care differently than their over 65 counterparts. VA Health Care must continue to be prepared to serve both aging Veterans and the rapidly growing, relatively young and diverse group of Veterans who have served in more recent conflicts.

In order to better anticipate health care needs of all enrolled Veterans, the VHA Chief Strategy Office conducts an annual survey, the Survey of Enrollees, seeking responses from more than

² Veterans Affairs website, <https://www.va.gov/health>. Accessed August 30, 2021.

³ Veterans Affairs website, <https://www.va.gov/HEALTH/visns.asp>, Accessed August 30, 2021.

42,000 Veterans who are enrolled in VA's Health Care system. The purpose of this report is to present findings from the 2021 Survey of Enrollees.

1.1 Background of the Survey of Enrollees

The Survey of Enrollees gathers information about factors influencing enrollees' decisions to use VHA services or any non-VA health care programs. Survey data include enrollees' health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, awareness and willingness to use smoking cessation products and services offered by VA, and other pertinent data not available through any other VHA database. The survey also asks questions about enrollees' recent use of health care that was paid by VA, but at a non-VA provider. Survey data help inform policy decisions on Veteran health care and serve as a means for VHA projections on enrollment, utilization, and cost.

The 2021 Survey of Enrollees marked the 19th iteration of the survey dating back to 1999. The first nine iterations of the survey were conducted solely via telephone interviews. Beginning in 2012, VA implemented a multi-mode approach to the survey involving telephone, mail (paper), and web data collection. The 2021 data collection plan provided for paper and web data collection, with a contingency for Computer Assisted Telephone Interviews (CATI) should the minimum response goals not be met at the close of survey fielding. Ultimately, the survey team did not conduct CATI interviews in 2021 because all response goals were satisfied using paper and web survey modes.

Advanced Survey Design (ASD), LLC led the 2021 Survey of Enrollees project. ASD is a service-disabled Veteran-owned small business. ASD specializes in automated survey data collection and project management. ASD teamed with Avar Consulting (Avar), Inc. to support survey methodology and design, data analysis, and help desk tasks. ASD also utilized Data Recognition Corporation (DRC) to support paper survey production, mailing, and processing.

1.2 Methodology

The target population for VA's 2021 Survey of Enrollees included all Veterans enrolled in VA Health Care as of September 30, 2020 who resided within the 50 U.S. states, District of Columbia, Puerto Rico, or the U.S. Virgin Islands.

The VHA enrollment file was used to construct the sampling frame that represents the target population. The VHA enrollment file contains the records of all Veterans enrolled in VA Health Care. The sampling frame for the 2021 Survey of Enrollees excluded Veterans with incomplete contact or stratification information, such as:

- Enrollees with missing or incomplete stratification information (i.e., Veterans Integrated Service Network (VISN), market, enrollee type, and/or priority group);
- Enrollees with a missing street address, city, state, or zip code;
- Enrollees with street address values that are not actual street addresses. Examples of such street address values are 'GENERAL DELIVERY,' 'NEED ADDRESS,' 'NO KNOWN ADDRESS,' 'STREET ADDRESS UNKNOWN,' 'ADD ADDRESS,' 'DELETE,' 'NULL,' and 'NONE;'
- Enrollees with missing gender data; and
- Enrollees with a listed age greater than 110 or less than 17 years old.

With these adjustments, the final sampling frame totaled 8,680,525 Veterans.

Each Veteran record included variables used for stratifying the sample. The stratification variables used were VISN, market, enrollee type, and priority group. VISN and market represent the geographical location of the enrollee. Enrollee type is defined as pre-enrollee or post-enrollee. In 1999, Congress enacted VA health care reform that determined Veteran enrollment type based on enrollment date. If a Veteran was enrolled on or prior to March 31, 1999, the date reform was enacted, the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999, were defined as post-enrollees. Priority groups define a Veteran's priority for VA health care services. Priority groups range from 1-8, with Priority Group 1 being the highest priority. Priority groups are based on multiple factors, to include the Veteran's service-connected disabilities, income, and other factors such as prisoner of war status or receipt of a Purple Heart. Figure 1-1 defines priority groups and eligibility requirements.

Figure 1-1. VA eligibility categories and priority groups⁴

Priority group	Eligibility requirements
1	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 50% or more disabling ▪ Veterans determined by VA to be unemployable due to service-connected conditions ▪ Veterans awarded the Medal of Honor (MOH)
2	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 30% or 40% disabling
3	<ul style="list-style-type: none"> ▪ Veterans who are former Prisoners of War (POWs) ▪ Veterans awarded a Purple Heart medal ▪ Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty ▪ Veterans with VA-rated service-connected disabilities 10% or 20% disabling ▪ Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, “benefits for individuals disabled by treatment or vocational rehabilitation”
4	<ul style="list-style-type: none"> ▪ Veterans who are receiving aid and attendance or housebound benefits from VA ▪ Veterans who have been determined by VA to be catastrophically disabled
5	<ul style="list-style-type: none"> ▪ Nonservice-connected Veterans and non-compensable service-connected Veterans rated 0% disabled by VA with annual income below the VA's and geographically adjusted income limits (based on resident zip code) ▪ Veterans receiving VA pension benefits ▪ Veterans eligible for Medicaid programs
6	<ul style="list-style-type: none"> ▪ Compensable 0% service-connected Veterans ▪ Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki ▪ Project 112/SHAD participants ▪ Veterans who served in the Republic of Vietnam from January 9, 1962, to May 7, 1975 ▪ Persian Gulf War Veterans who served from August 2, 1990 to November 11, 1998 ▪ Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953, and December 31, 1987 ▪ Currently enrolled Veterans and new enrollees who served in a theater of combat operations after November 11, 1998 and were discharged less than 5 years ago
7	<ul style="list-style-type: none"> ▪ Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agree to pay copayments
8	<ul style="list-style-type: none"> ▪ Veterans with gross household income above the VA and the geographically-adjusted income limit for their resident location, and who agree to pay copayments

For sampling efficiency, the sampling frame was stratified into 570 strata by market, enrollee type, and priority group. The purpose of this stratification was to ensure an adequate number of completed surveys for the following analytic domains:

⁴ VA priority groups, <https://www.va.gov/health-care/eligibility/priority-groups>, Accessed August 30, 2021.

- Individual VISN markets (n=95);
- Enrollee type (pre-enrollee, post-enrollee) (n=2); and
- Priority groups (n=3) with priorities 1, 2, and 3 being one strata; priorities 4, 5, and 6 being a second strata; and priorities 7 and 8 being the third strata.

The VA defined strata completion requirements as follows:

1. Ensure at least 350 completed cases by market;
2. Ensure at least 350 completed cases in each priority group by VISN;
3. Ensure that at least 25 percent of the completed cases are pre-enrollees (compared to 13.9 percent in the population); and
4. Ensure a total of 42,000 completed cases.

The 2021 Survey of Enrollees initially invited all sampled enrollees to complete a web-based survey. Approximately one month later, paper surveys were mailed to all non-responders in the sample excluding Veterans identified as deceased by next of kin and Veterans who notified the survey team that they refused to participate. Data collection for the 2021 survey was implemented in two waves. The first wave sample was developed based on strata completion requirements and an estimated 30% response rate. The second wave sample was developed using an adaptive design based on wave 1 response rates and remaining strata requirements. Wave 1 fielding began March 8, 2021, and wave 2 began May 19, 2021. Fielding ended July 9, 2021. Table 1-1 lists the number of sampled Veterans derived from the sampling design, the number of changed or invalid addresses, and the resulting number of Veterans who received a letter inviting them to participate in the survey. A total of 139,167 enrollees were invited to participate in the survey.

Table 1-1. Number of sampled Veterans and changed or invalid addresses

	Wave 1	Wave 2	Total
Sampled Veterans	119,000	25,320	144,320
Changed or Invalid Addresses	4,336	817	5,153
Invited Veterans	114,664	24,503	139,167

The 2021 survey received a total of 42,351 completed questionnaires. A summary of completed surveys by mode is shown in Table 1-2. Of note, the percentage of completed web surveys decreased by 2.6 percent from 2020 to 2021, while the number of completed paper surveys increased by 2.6 percent from 2020 to 2021. Table 1-3 provides a comparison of the 2019, 2020, and 2021 designs.

Table 1-2. Number of completed surveys by mode

Web survey completes	Paper survey completes	Telephone survey completes	Total completes
17,831	24,520	0	42,351
42.1%	57.9%	0.0%	100%

Table 1-3. Comparison of Survey of Enrollees design, 2019, 2020, and 2021

	2019	2020	2021
Weighted population of Veteran enrollees	8,704,243	8,725,547	8,680,525
Weighted population as of:	September 2018	September 2019	September 2020
Stratified sample size	139,130	138,787	139,167
Sample stratified by:	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee
Number of completed surveys/interviews	43,904	44,315	42,351
Response rate	32%	32%	29.4%
Surveys/interviews collected during the following timeframe	April 2019 to August 2019	April 2020 to August 2020	March 2021 to July 2021
Mode of data collection	Web, mail, and CATI*	Web, mail, and CATI*	Web, mail, and CATI*

*No CATI interviews were required for 2019, 2020, or 2021.

1.3 Weighting

The stratum base weight was calculated based on the total target population and number sampled. The base weight for a sampled Veteran was the reciprocal of the probability that the Veteran was selected to participate in the 2021 survey (1 / probability of selection). For instance, if all of the Veterans in a stratum were selected, then the probability of selection would be 1, as would be the base weight. If some in the stratum were not selected, the sampling

probabilities would be less than 1. When the probabilities are less than 1, the base weights are greater than 1. This indicates that sampled Veterans would represent themselves plus additional Veterans who were not sampled.

Veterans were selected without replacement so that each Veteran in the sampling frame could be selected only once. The base weights for the responding Veterans were adjusted for nonresponse so that responding Veterans not only represent themselves and Veterans who were not sampled, but also sampled Veterans who did not respond. To account for non-response bias, the survey weights were adjusted for differential rates of response among various subgroups, and thereby reduced the potential for bias. Applying a weighting scheme in this manner enables survey results to be generalized to the entire enrollee population.

Demographic and Socioeconomic Characteristics **2**

Demographic and socioeconomic information provides insights into the Veteran enrollee population and their potential health care needs. The Survey of Enrollees asked Veterans several demographic and socioeconomic questions to understand their status better as related to health care. This chapter examines the key characteristics of VA enrollees and compares the 2021 results to prior years.

2.1 Demographic Overview

Results of the 2021 Survey of Enrollees are weighted to represent the population of Veterans enrolled in the VA health care system. As such, all references to enrollee counts and percentages in this report are derived entirely from weighted survey frequencies and not from the actual populations being discussed. The weighted total for analyses presented in this report is 8,680,525, a decrease of 45,022 enrollees from the 2020 report. All results in this report are based on this weighted total, unless otherwise stated. Below are notable statistics about the 2021 enrollees.⁵

Profile of the Average Enrollee

- Male
- 61 years old
- White, non-Hispanic
- Married with dependents

- Women represented 9.3 percent of the total enrollee population and comprised 15.4 percent of enrollees who reported active duty service since 2001.
- The majority of enrollees were married (60.2%), had at least one dependent (52.7%), and lived in an urban area (67.1%).
- Among all enrollees, more than one-third (36.2%) served during the Vietnam era, the most frequently reported period of service, and 30.4 percent of enrollees reported serving after September 2001.
- Nearly half of the enrollees (48.3%) reported exposure to combat.

⁵ Gender, urban/rural, age, and priority group came from the VA administrative data file. Otherwise, results are from survey response data.

2.1.1 Priority Groups

The Veterans' Health Care Eligibility Act of 1996 mandated that VA establish and implement a priority-based enrollment system to ensure each Veteran is enrolled based on the enrollee's specific eligibility status. For sampling and stratification purposes, the eight VA health care priority groups were collapsed into three separate strata:

1. Priority Groups 1-3 (generally Veterans with service-connected disabilities);
2. Priority Groups 4-6 (Veterans with catastrophic disabilities (Priority Group 4), Veterans with nonservice-connected disabilities or Veterans who have an annual income below the established VA Means Test (MT) threshold (Priority Group 5),⁶ or Veterans who have had exposure to environmental hazards (Priority Group 6)); and
3. Priority Groups 7-8 (generally Veterans with no service-connected disability and who have an annual income above the MT threshold).

In 2021, the largest proportion of enrollees was in Priority Groups 1-3 at 55.5 percent, an increase from 53.6 percent in 2020. Table 2-1 lists enrollees and percentages by collapsed priority group.

Table 2-1. Enrollees by Priority Groups (1-3, 4-6, 7-8)

Priority group	#	%
1-3	4,814,204	55.5
4-6	2,045,424	23.6
7-8	1,820,897	21.0
Total	8,680,525	100.0

Note: Percentages may not sum to 100 percent due to rounding.

⁶ VA uses the MT threshold for the current calendar year to determine whether the Veteran is considered unable to defray the expenses of necessary care. The 2020 VA National Income Threshold for Veterans with one dependent is \$41,539.

<https://www.va.gov/healthbenefits/apps/explorer/AnnualIncomeLimits/LegacyVAThresholds?FiscalYear=2021>

Accessed July 26, 2021.

Priority Group 1 contained the largest proportion of enrollees at 32.9 percent, followed by Priority Groups 5 and 8 with 16.6 percent and 16.5 percent of enrollees, respectively. Figure 2-1 shows the percentages of enrollees for all eight priority groups.

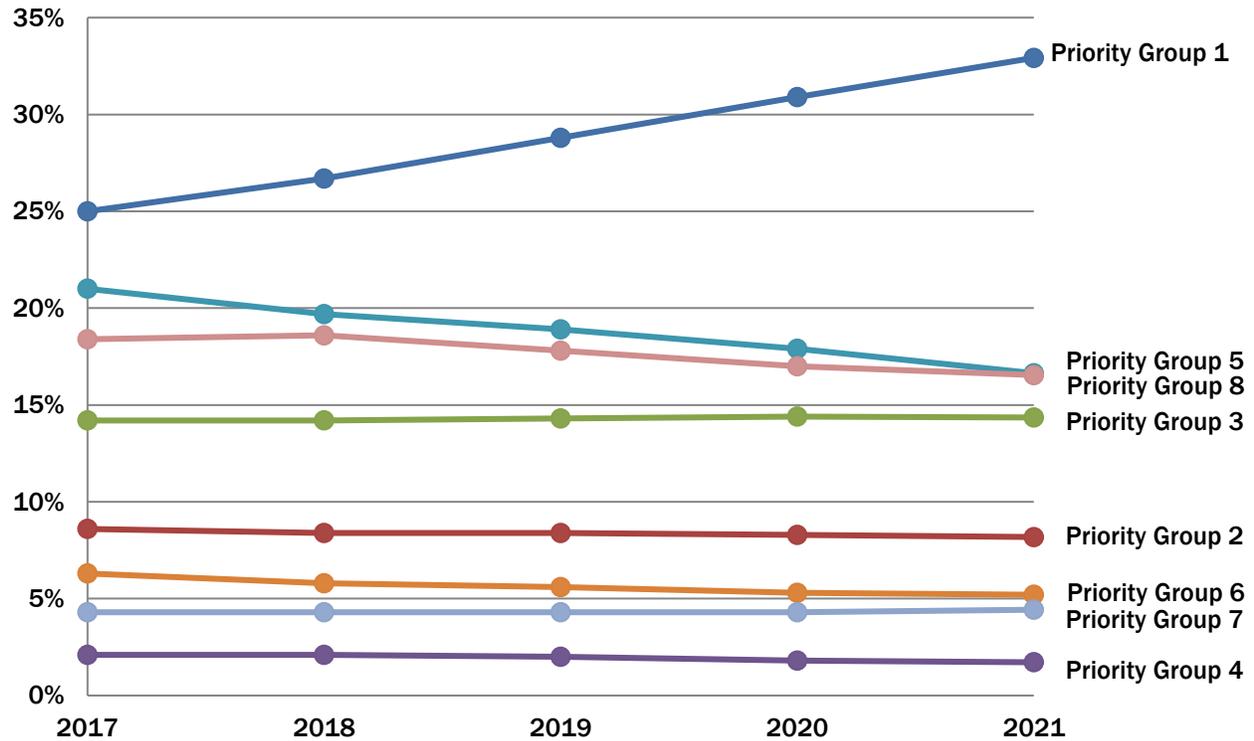
Figure 2-1. Enrollees by priority groups

Priority Group	Number of enrollees	Percent of enrollees by priority group
1	2,857,733	32.9%
2	710,382	8.2%
3	1,246,090	14.4%
4	149,082	1.7%
5	1,444,698	16.6%
6	451,643	5.2%
7	384,598	4.4%
8	1,436,299	16.5%
Total	8,680,525	

Note: These figures represent enrollees in the survey sampling frame and use priority groups from the VA administrative data file. Percentages may not sum to 100 percent due to rounding.

Changes in Priority Groups. Priority Group 1 continues to grow over time – increasing from 25.0 percent of the enrollee population in 2017 to 32.9 percent in 2021. Over the same period, the percentage of enrollees in Priority Group 5 steadily decreased from 21.0 percent in 2017 to 16.6 percent in 2021. All other priority groups have remained fairly stable over the past five years. Figure 2-2 illustrates percentages of priority groups from 2017 to 2021.

Figure 2-2. Percentage of enrollees by priority group from 2017 to 2021



The survey data indicate that individuals in Priority Group 1 are more likely than those in Priority Groups 2-8 to be younger, female, have served in Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and/or Operation New Dawn (OND) (collectively referred to as OEF/OIF/OND),⁷ and to have served in a combat zone. According to the National Center for Veterans Analysis and Statistics, while the Veteran population has been declining since 1986, the number of Veterans with a service-connected disability has been on the rise since 2000.⁸ Table 2-2 compares Priority Group 1 to the other priority groups in terms of age, gender, combat service, and service in OEF/OIF/OND.

⁷ Operation Enduring Freedom spans October 7, 2001 through December 28, 2014; Operation Iraqi Freedom spans March 19, 2003 through August 31, 2010; Operation New Dawn spans September 1, 2010 through December 15, 2011. For more information, see Salazar Torreon, B. 2019. *U.S. Periods of War and Dates of Recent Conflicts*. Washington, DC: Congressional Research Service. Available: <https://fas.org/sgp/crs/natsec/RS21405.pdf>

⁸ U.S. Department of Veterans Affairs. 2015. *Trends in Veterans with a Service-Connected Disability: 1985 to 2014*. Washington, DC: National Center for Veterans Analysis and Statistics, 4. Available: https://www.va.gov/vetdata/docs/QuickFacts/SCD_trends_FINAL_2014.pdf

Table 2-2. Comparison of Priority Group 1 to Priority Groups 2-8 by OEF/OIF/OND, age, gender, and combat service

		Priority Group 1 (%)	Priority Groups 2 – 8 (%)
OEF/OIF/OND*	Served in OEF/OIF/OND	37.2	13.6
	Did not serve in OEF/OIF/OND	62.8	86.4
Age*	44 or younger	32.9	16.1
	45 to 64	33.6	28.0
	65 or older	33.5	55.8
Gender*	Male	87.5	92.3
	Female	12.5	7.7
Combat Service	Served in combat zone	70.1	37.6
	Did not serve in combat zone	28.9	61.1

*OEF/OIF/OND, age, and gender data came from the VA administrative data file.

2.1.2 Age

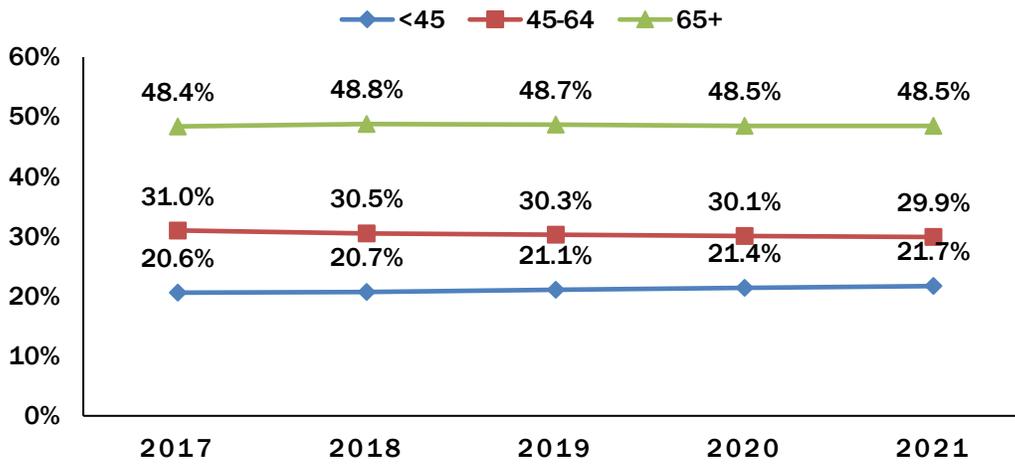
Almost half (48.5%) of 2021 enrollees were age 65 or older, 29.9 percent were between 45 and 64 years of age, and 21.7 percent were younger than 45 years old. The percentage of enrollees who were younger than age 45 has slightly increased over the past four years, whereas the percentage of enrollees ages 45 to 64 has declined over the same period. See Table 2-3 for numbers and percentages of enrollees by age group. See Figure 2-3 for a distribution of enrollee ages from 2017 to 2021.

Table 2-3. Enrollees by age group

Age group	#	%
<45	1,879,578	21.7
45–64	2,592,681	29.9
65+	4,208,266	48.5
Total	8,680,525	100.0

Note: Percentages may not sum to 100 percent due to rounding.

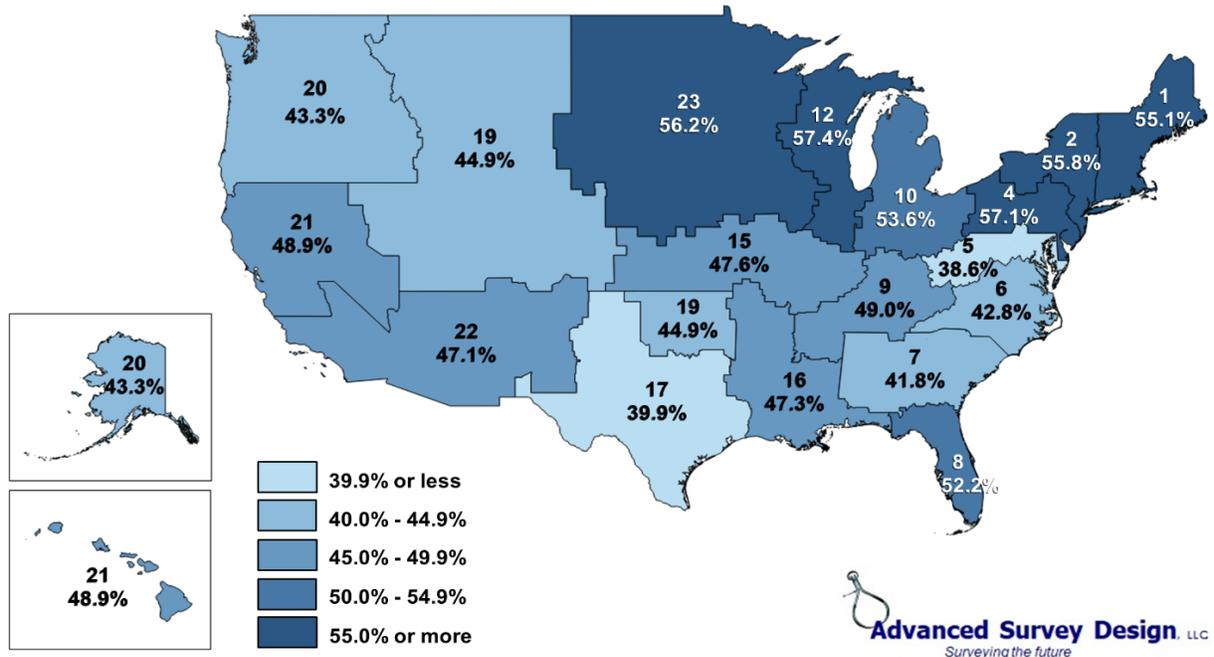
Figure 2-3. Percentage of enrollees by age from 2017 to 2021



2.1.3 Age Group by VISN

Seven of the VISNs have 50 percent or more enrolled Veterans who are 65 years of age or older. VISN 12 ranked highest in the percentage of enrollees age 65 or older (57.4%), followed by VISN 4 (57.1%) and VISN 23 (56.2%). VISN 5 had the lowest percentage of enrollees age 65 or older at 38.6 percent. Figure 2-4 shows the geographical distribution of enrollees age 65 or older by VISN.

Figure 2-4. Enrollees age 65 or older by VISN



2.1.4 Income

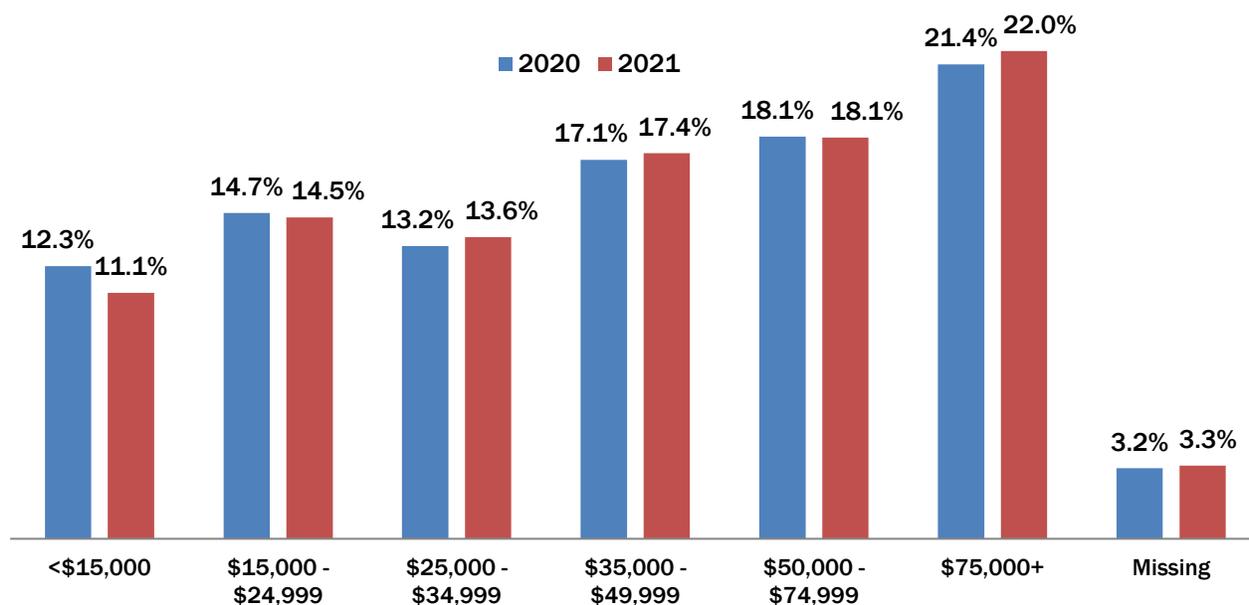
Income was defined as an enrollee’s total annual household income. To report income, Veterans selected from a series of income ranges. Results of the 2021 Survey of Enrollees showed that over half (57.5%) of enrollees reported a household income of \$35,000 or higher. See Table 2-4 for the number and percentage of enrollees with incomes above and below the \$35,000 threshold.

Table 2-4. Enrollees by income group

Income group	#	%
<\$35,000	3,404,390	39.2
\$35,000+	4,988,279	57.5
Missing	287,856	3.3
Total	8,680,525	100.0

Figure 2-5 compares enrollee income as reported on the 2020 and 2021 surveys. Although the proportions of enrolled Veterans by income category were generally stable over time, changes on each end of the distribution were noticeable. While the \$75,000 or more income group increased slightly from 2020 to 2021, the proportion of enrollees with incomes less than \$15,000 decreased slightly from 2020 to 2021.

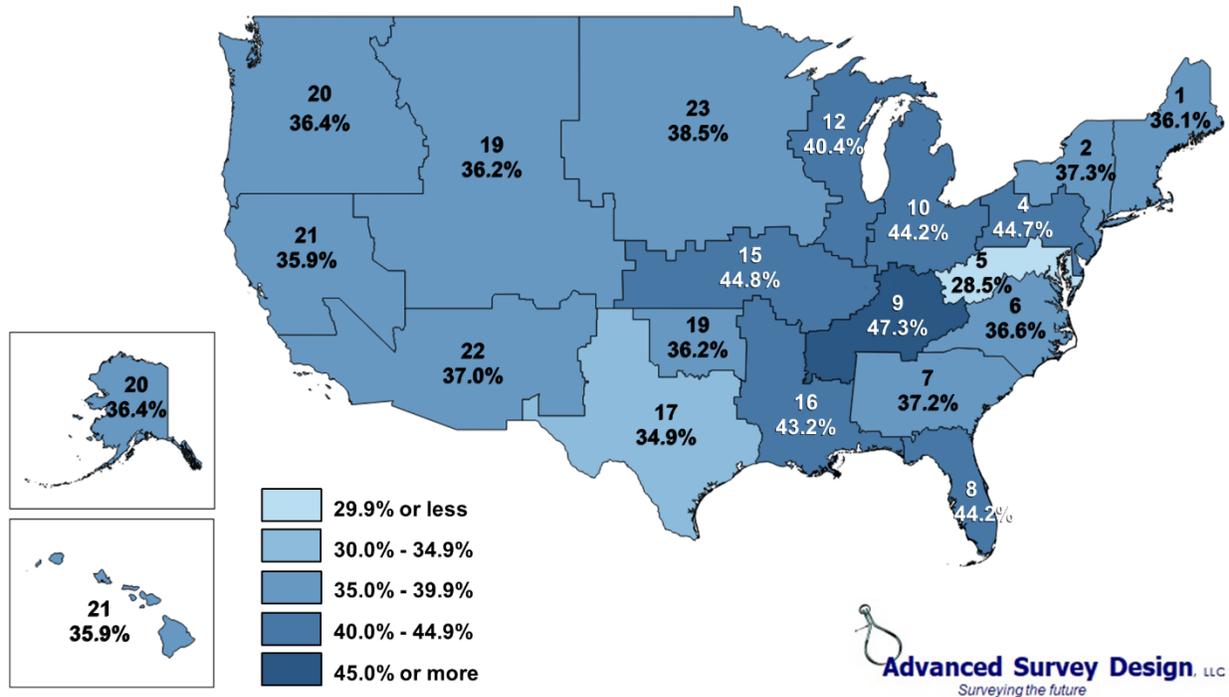
Figure 2-5. Percentage of enrollees by income



2.1.5 Income Group by VISN

Overall, VISN 9 had the highest proportion of enrollee-reported incomes below \$35,000; about half of enrolled Veterans (47.3%) in this VISN had an annual household income of less than \$35,000 in 2021. VISN 5 had the lowest percentage of enrollees with incomes less than \$35,000, at 28.5 percent. Figure 2-6 shows the geographical distribution of 2021 enrollees with income less than \$35,000 by VISN.

Figure 2-6. Enrollees with income less than \$35,000, by VISN



2.1.6 Marital Status and Dependents

In 2021, married enrollees continued to represent a majority of the enrollee population. About three in five enrollees (60.2%) reported being married, followed by 15.5 percent who reported being divorced, 10.3 percent who reported they were never married, and 7.2 percent who reported being widowed. The largest change in marital status from the previous year was an increase of 1.4 percent in the proportion of never married enrollees from 8.9 percent in 2020 to 10.3 percent in 2021, followed by a decrease of 0.6 percent in the proportions of married enrollees from 60.8 percent in 2020 to 60.2 percent in 2021.

Enrollees were also asked to report the number of dependents they currently support, defined as anyone who relied on the enrollee for at least half of that person’s financial support. About half (52.7%) of the enrollees reported having at least one dependent. Of those with dependents, 34.3 percent have one or more dependents under 18 years of age, and 84.3 percent have at least one dependent age 18 or older (not shown). See Table 2-5 for numbers and percentages of enrollees by marital status and by number of dependents.

Table 2-5. Enrollees by marital status and dependents

Marital status	#	%
Married	5,223,323	60.2
Divorced	1,342,899	15.5
Never married	892,340	10.3
Widowed	628,566	7.2
Living with partner, unmarried	368,013	4.2
Separated	162,486	1.9
Missing	62,898	0.7
Total	8,680,525	100.0
Dependents	#	%
0	3,988,424	45.9
1 - 4	4,417,659	50.9
5 or more	155,140	1.8
Missing	119,302	1.4
Total	8,680,525	100.0

2.1.7 Ethnicity and Race

The most commonly reported ethnicity and race was non-Hispanic and White. Two survey questions were designed to ascertain the ethnicity and race of the enrollee. The first question asked whether enrollees identified themselves as being of Hispanic or Latino origin. A total of 9.2 percent responded “Yes” to this question. The next question asked enrollees to identify their race by selecting all of the racial categories provided that applied. Among these responses, 2.6 percent of enrollees self-identified with two or more races, regardless of Hispanic origin. Overall, about four in five enrollees (79.9%) self-identified one or more of their races as White, regardless of Hispanic origin, and 14.0 percent self-identified one or more of their races as Black or African-American, regardless of Hispanic origin. See Table 2-6 for response frequencies for each race and Hispanic origin.

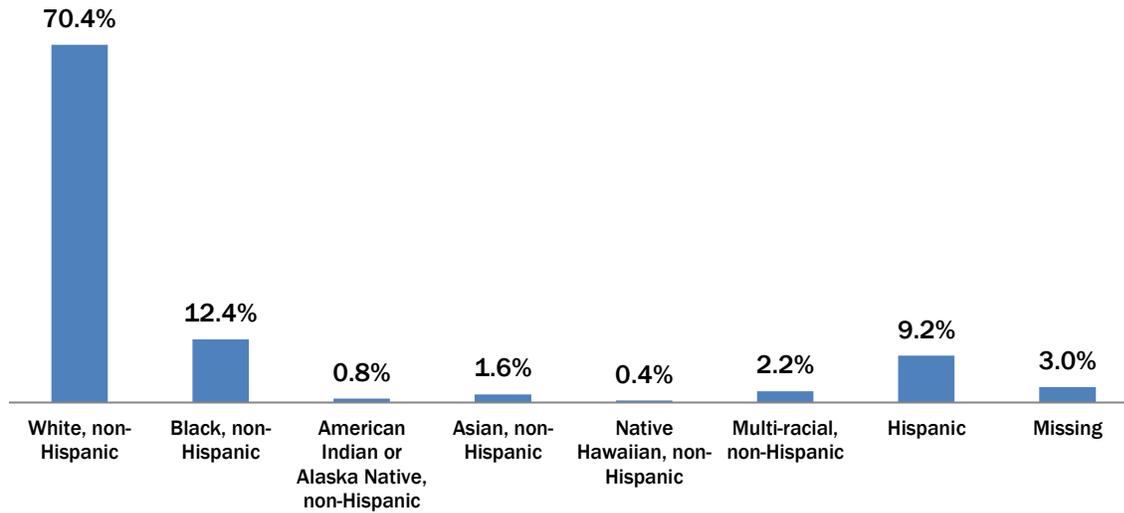
Table 2-6. Number and percentage of enrollees by race and Hispanic origin

Race*	#	%
White	6,935,260	79.9
Black or African-American	1,218,431	14.0
American Indian or Alaska Native	225,793	2.6
Asian	219,514	2.5
Native Hawaiian or Other Pacific Islander	80,701	0.9
Missing	271,365	3.1
Hispanic Origin	#	%
Spanish, Hispanic, or Latino(a)	800,638	9.2
Non-Hispanic	7,715,817	88.9
Missing	164,070	1.9
Total	8,680,525	100.0

*Note: Percentages for racial categories sum to more than 100 percent because respondents could select all that apply. Denominator is all enrollees (N = 8,680,525).

Looking at racial and ethnic identity as a single measure, approximately seven in ten enrollees (70.4%) self-identified as White non-Hispanic. Another 12.4 percent self-identified as Black or African-American non-Hispanic. Figure 2-7 shows the mutually exclusive percentage of enrollees by race.

Figure 2-7. Percentage of enrollees by race and ethnicity (mutually exclusive)



Note: Missing values represent those enrollees who did not answer whether they were of Hispanic origin or answered that they were not Hispanic but did not answer the race question. Respondents who selected more than one race were categorized as Multi-Racial. Hispanic includes anyone who self-identified as Hispanic, regardless of race.

Race and Ethnicity by Age. As indicated in Table 2-7, the racial and ethnic mix of enrollees varied by age. Enrollees age 65 or older were predominantly White non-Hispanic (79.7%), with only 8.4 percent being Black non-Hispanic and 5.9 percent Hispanic. In comparison, younger enrollees were racially and ethnically more diverse. For example, the proportion of White non-Hispanic enrollees dropped to 62.1 percent among those ages 45-64 and 60.9 percent among those younger than age 45. At the same time, the proportions of Black non-Hispanic enrollees and Hispanic enrollees increased to 19.6 percent and 10.3 percent, respectively, in the 45-64 age group, and increased to 11.3 percent and 15.2 percent, respectively, among those younger than age 45. The proportion of Hispanic-identifying enrollees in the youngest group (15.2%) was more than twice as high as in the oldest group (5.9%).

Table 2-7. Ethnicity and race of enrollees, by age group (mutually exclusive)

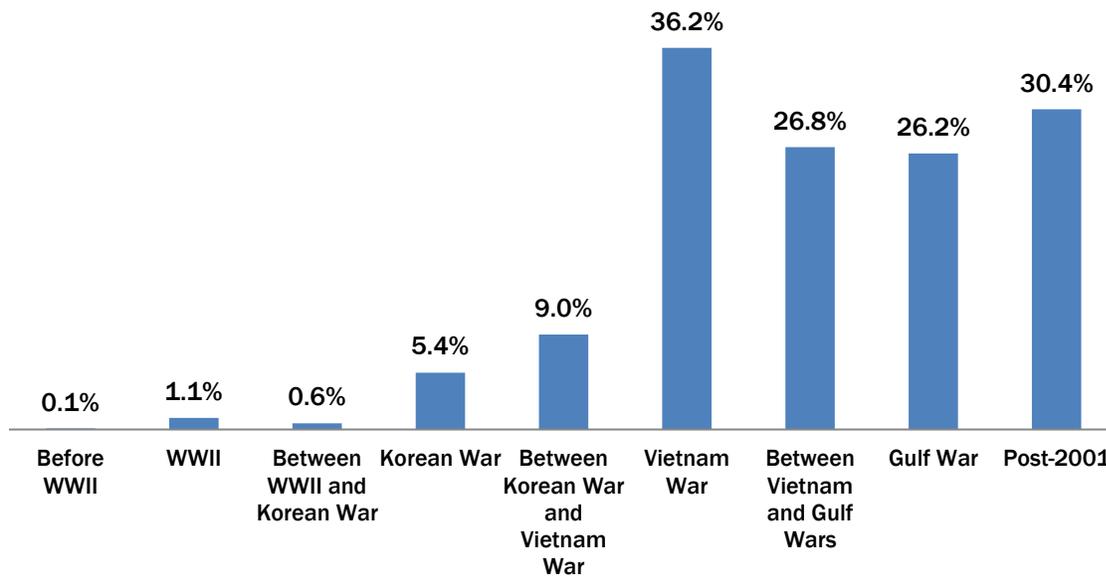
Category	<45		45-64		65+		Total
	#	%	#	%	#	%	
White non-Hispanic	1,145,415	60.9	1,609,872	62.1	3,355,448	79.7	6,110,736
Black non-Hispanic	212,161	11.3	508,116	19.6	354,361	8.4	1,074,638
American Indian/Alaska Native non-Hispanic	NA	NA	27,335	1.1	26,932	0.6	67,493
Asian non-Hispanic	68,538	3.6	36,129	1.4	35,122	0.8	139,789
Native Hawaiian non-Hispanic	NA	NA	11,648	0.4	8,866	0.2	31,727
Multi-racial non-Hispanic	85,485	4.5	63,711	2.5	42,904	1.0	192,099
Hispanic	285,658	15.2	266,771	10.3	248,209	5.9	800,638
Missing	57,882	3.1	69,099	2.7	136,425	3.2	263,405
Age Group Total	1,879,578		2,592,681		4,208,266		8,680,525

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Hispanic includes anyone who self-identified as Hispanic, regardless of race. Missing values represent those enrollees who did not answer whether they were of Hispanic origin or answered that they were not Hispanic but did not answer the race question.

2.1.8 Active Duty Period of Service/Combat Exposure

The survey asked enrollees to provide information on the period(s) of their active duty military service. Respondents could select multiple periods, if applicable. The largest proportion of the enrollee population served during the Vietnam War (36.2%), followed by post-2001 (30.4%). Another 26.8 percent served during the period between the Vietnam and Gulf War, while 26.2 percent served during the "Gulf War period" between August 1990 and August 2001. Most enrollees (71.1%) reported just one period, followed by 18.1 percent who reported two periods, and 8.1 percent who reported three periods. One percent reported four or more periods (not shown). Figure 2-8 shows the percentage of enrollees by service era.

Figure 2-8. Percentage of enrollees by period of service (not mutually exclusive)



Note: Percentages sum to more than 100 percent because enrollees may select multiple periods of service.

World War II – December 1941 to December 1946. Between WWII and Korean War – January 1947 to June 1950. Korean War – July 1950 to January 1955. Between Korean War and Vietnam War – February 1955 to July 1964. Vietnam War – August 1964 to April 1975. Between Vietnam War and Gulf War – May 1975 to July 1990. Gulf War – August 1990 to August 2001. Post-2001 – September 2001 or later.

Combat exposure rate of the enrollees has remained consistent. In 2018, a total of 47.8 percent of enrollees reported that they had been involved in, or exposed to, combat during their active duty service. In 2019, 2020, and 2021, a total of 47.1, 48.3, and 48.3 percent reported combat exposure, respectively (not shown). In 2021, combat exposure was most commonly reported among Veterans of the Post-2001 era (72.6%), Gulf War era (62.5%), and the Vietnam era (51%).

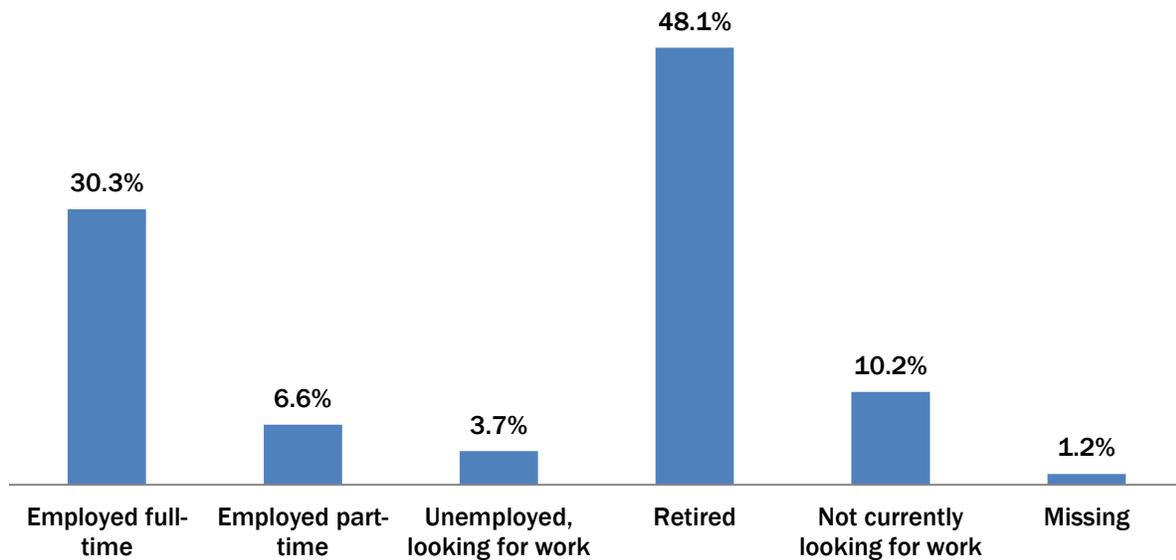
2.1.9 Employment Status

The U.S. economic and employment climates likely affect the number of enrollees seeking health care benefits from the VA, given that most Americans with health insurance get coverage from their employers.⁹ Employment status is calculated from the entire enrollee population. Of all enrollees in 2021, 40.6 percent were in the labor force (employed full-time or part-time or unemployed looking for work), 58.3 percent were not in the labor force (retired or not currently

⁹ http://www.americanhealthpolicy.org/Content/documents/resources/ESI_CHRO_Concerns_2016.pdf

looking for work), and nearly half (48.1%) were retired. Employment rates were slightly higher in 2021 as compared to 2020. In 2020 a total of 35.8 percent of enrollees were employed (full-time or part-time), while in 2021 a total of 36.9 percent of enrollees were employed (full-time or part-time). Unemployed enrollees decreased from 5.3 percent in 2020 to 3.7 percent in 2021. Figure 2-9 shows the percentage of enrollees by employment status.

Figure 2-9. Percentage of enrollees by employment status



Employment Status by Age. Employment status varies across age groups. Veterans over the age of 65 are generally not in the labor force (88.6%). The youngest age group (< 45) is more likely than other age groups to be employed full-time (63.5%) or part-time (10.3%). Table 2-8 shows employment status by age group.

Table 2-8. Employment status of enrollees, by age group

Category	<45		45-64		65+		Total
	#	%	#	%	#	%	
Employed full-time	1,192,995	63.5	1,260,716	48.6	172,292	4.1	2,626,003
Employed part-time	193,932	10.3	166,969	6.4	209,841	5.0	570,742
Unemployed, looking for work	122,804	6.5	151,725	5.9	46,531	1.1	321,060
Retired	56,946	3.0	573,510	22.1	3,543,445	84.2	4,173,900
Not currently looking for work	293,554	15.6	410,269	15.8	183,923	4.4	887,747
Missing	19,347	1.0	29,493	1.1	52,234	1.2	101,073
Employment total	1,879,578		2,592,681		4,208,266		8,680,525

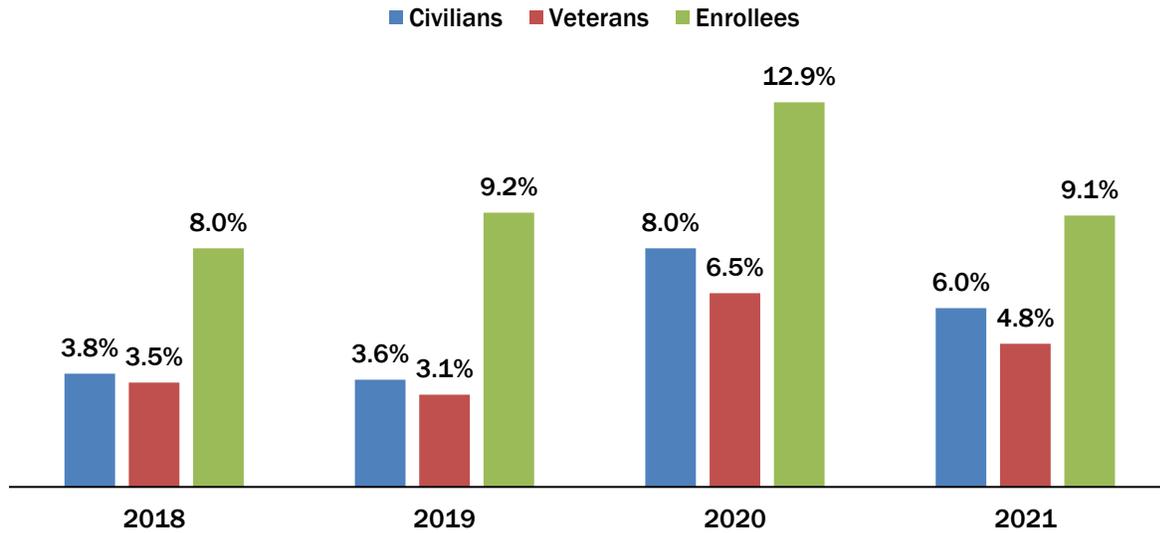
Note: Percentages may not sum to 100 percent due to rounding.

Unemployment Rate. The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor defines the unemployment rate as the number of individuals who do not have a job but are available for work and have actively sought work, divided by the total number of people in the labor force.¹⁰ The labor force comprises those who are either employed or not employed but actively looking for a job.

Overall, the unemployment rate for Veterans is similar to, or slightly lower than, that of non-Veterans. In 2019, a total of 3.1 percent of Veterans were unemployed, compared to 3.6 percent of non-Veterans. Likewise, in 2020, a total of 6.5 percent of Veterans were unemployed, compared to 8.0 percent of non-Veterans. For each of the last four years, the unemployment rate for enrollees has been notably higher than for civilians or all Veterans. In 2021, all Veterans had an unemployment rate of 4.8 percent, followed by civilians at 6.0 percent, while enrollees had an unemployment rate of 9.1 percent. This is a decrease of 3.8 percentage points from a 2020 unemployment rate of 12.9 percent. Figure 2-10 shows unemployment rates for civilians, all Veterans, and enrollees over the past four years.

¹⁰ <https://www.bls.gov/cps/lfcharacteristics.htm#unemp>

Figure 2-10. Unemployment rates by population from 2018 to 2021



Note: Data for 2018 through 2020 represent annual estimates. Data for 2021 civilians and Veterans represent unemployment rates as of June 2021. Veterans include Veteran enrollees.

Sources: Civilians and Veterans data, 2018 – 2020: Employment Situation of Veterans Summary Table A. Available: <https://www.bls.gov/news.release/vet.a.htm>

Civilians and Veterans, 2021: Economic News Release, Table A-5, July 02, 2021. Available: <https://www.bls.gov/news.release/empsit.t05.htm>

Unemployment Rate by Enrollee Demographic Characteristics. The unemployment rate is highest among Priority Group 5 enrollees (19.0%), and Black non-Hispanic enrollees (14.3%). Table 2-9 shows the unemployment rates for enrollees by various demographic characteristics.

Table 2-9. Enrollee unemployment rates, by demographic characteristics

Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Age group			
<30	177,383	NA	NA
30-49	1,648,082	127,864	7.8
50-64	1,263,675	122,895	9.7
65+	428,664	46,531	10.9
Priority group			
Priority Group 1	1,215,347	106,116	8.7
Priority Group 2	386,616	25,723	6.7
Priority Group 3	577,045	43,268	7.5
Priority Group 4	11,723	NA	NA
Priority Group 5	434,857	82,467	19.0
Priority Group 6	181,084	10,744	5.9
Priority Group 7	141,922	13,728	9.7
Priority Group 8	569,210	36,325	6.4
Period of service			
Prior to Vietnam War	58,324	6,422	11.0
Vietnam War	385,559	40,754	10.6
Between Vietnam and Gulf War	1,084,189	104,313	9.6
Gulf War	1,489,998	114,354	7.7
Post-2001	1,971,891	148,028	7.5
Ethnicity			
Hispanic	413,635	40,996	9.9
Non-Hispanic	3,070,823	278,814	9.1
Urban/rural			
Urban	2,501,216	243,369	9.7
Rural	1,016,588	77,690	7.6

Table 2-9. Enrollee unemployment rates by demographic characteristics (continued)

Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Race and ethnicity (mutually exclusive)			
White non-Hispanic	2,275,639	165,682	7.3
Black non-Hispanic	505,360	72,105	14.3
American Indian/Alaska Native non-Hispanic	24,319	NA	NA
Asian non-Hispanic	87,352	NA	NA
Native Hawaiian or Other Pacific Islander, non-Hispanic	16,892	NA	NA
Multi-Racial non-Hispanic	115,865	14,067	12.1
Hispanic	413,635	40,996	9.9

Note: "Prior to Vietnam War" includes all enrollees who served before August 1964. Categories are not mutually exclusive, and enrollees can be counted in more than one category. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as Multi-Racial. Hispanic includes anyone who self-identified as Hispanic, regardless of race.

2.1.10 Unemployment Rates by VISN

While the national unemployment rate among enrollees was 9.1 percent in 2021, unemployment was substantially higher in some VISNs. VISNs 22, 21, 16, and 8 had the highest unemployment rates (13.3%, 12.2%, 11.8%, and 11.7%, respectively), followed by VISNs 19, 20, 7, 9, 6, 1, 17, 5, 10, and 2 with unemployment rates ranging from 7.3 percent to 11.0 percent. VISNs 23, 4, 15, and 12 had the lowest unemployment rates, at 5.4 percent, 5.2 percent, 3.4 percent, and 3.2 percent, respectively. Figure 2-11 shows the 2021 enrollee unemployment rates by VISN.

- Slightly more than one in ten (11.9%) of the OEF/OIF/OND enrollee population is female, higher than the 9.3 percent of the total enrollee population that is female.
- Enrollees with OEF/OIF/OND status are most likely to be in the youngest age group (younger than 45), making up 65.6 percent of the enrollees age 44 or younger.
- While the majority (62.8%) of the OEF/OIF/OND enrollees are White non-Hispanic, 14.4 percent identified themselves as Hispanic. By comparison, Hispanics account for just 7.8 percent of the non-OEF/OIF/OND enrollee population.
- OEF/OIF/OND enrollees self-reported an unemployment rate of 6.2 percent, which is about three percentage points less than the unemployment rate of the total enrollee population (9.1%).

Public and Private Health Insurance Coverage **3**

Veteran enrollees have varied health insurance options, ranging from private insurance or TRICARE, to those who are eligible for Medicare or Medicaid. Having insurance coverage has been found to be associated with less reliance on VA Health Care.^{11,12} Veterans with dual or triple coverage could experience challenges in continuity and coordination of care. It is therefore important to understand the insurance coverage of VA enrollees and how it has changed over time. This chapter discusses insurance options available to VA enrollees and how the options interact with VA Health Care.

TRICARE. TRICARE is the Department of Defense’s (DoD’s) health care program that serves active duty military and active members of the reserves and National Guard. Veterans are eligible for TRICARE if they are military retirees who have served for at least 20 years. Active duty military and service member families are enrolled in TRICARE at no cost. Retirees and their dependents must pay an annual premium. In 2001, enrollment was extended to retirees over age 65 with the advent of TRICARE for Life, which is wrap-around coverage for those in Medicare. TRICARE for Life pays for costs not covered by Medicare.

**Health
Insurance Options**

- TRICARE
- Medicare
- Medicaid
- Private insurance

Medicare. Medicare is a Federal health insurance program for individuals age 65 or older and those under age 65 with certain disabilities. There are two ways to enroll in Medicare: Original Medicare and Medicare Advantage. Original Medicare is a fee-for-service program that includes Part A (hospital) and Part B (medical) coverage. Part A covers hospital stays but not doctor’s care. Beneficiaries are automatically enrolled in Part A when they enroll in Medicare. Part A beneficiaries do not pay a premium but must meet a deductible before Medicare will cover hospitalization costs. Part B is optional and requires a monthly premium and deductibles. Individuals under the age of 65 who receive disability benefits from Social Security for two years are automatically enrolled in Medicare Part A and Part B. Medicare Advantage (Part C) is a managed care option consisting

¹¹ Borowsky, S. J., & Cowper, D. C. (1999). Dual Use of VA and Non-VA Primary Care. *Journal of General Internal Medicine*, 14(5), 274–280. <http://doi.org/10.1046/j.1525-1497.1999.00335>.

¹² Shen, Y., Hendricks, A., Wang, F., Gardner, J., & Kazis, L. E. (2008). The Impact of Private Insurance Coverage on Veterans’ Use of VA Care: Insurance and Selection Effects. *Health Services Research*, 43(1 Pt 1), 267–286. <http://doi.org/10.1111/j.1475-6773.2007.00743.x>.

of plans offered by private companies that contract with Medicare to provide Part A and Part B coverage.

Individuals have the option to augment Medicare by purchasing Medicare Supplemental Insurance, or Medigap, which is bought from private insurers to pay health care costs not covered by Medicare, such as copayments, deductibles, and health care for travel outside the United States. Some individuals prefer to purchase Medicare Advantage, which is usually provided by Health Management or Preferred Provider Organizations that are approved by Medicare to provide Part A and Part B coverage.

Prescription drug coverage is available separately under Medicare Part D, which is a voluntary prescription drug benefit program available to anyone enrolled in both Medicare Part A and Part B. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through these private plans. Some Medicare Advantage plans may also provide Medicare Part D coverage. Medicare Part D is discussed in greater detail under Prescription Drug Coverage and Use in Chapter 4.

Medicaid. Medicaid is a state-administered health plan for individuals and families with low incomes and limited resources. Veterans who qualify for Medicaid do not pay copayments for VA Health Care. Prior to the Affordable Care Act (ACA), Medicaid coverage for adults was limited. However, the ACA provides states with additional funding to expand Medicaid to adults with incomes up to 138 percent of the Federal Poverty Level (FPL). This accounts for nearly half of all uninsured Veterans and about one-third of their family members who are eligible for Medicaid coverage under the ACA in states with the expanded coverage.¹³ In most states, individuals with disabilities who receive Supplemental Security Income (SSI) automatically qualify for Medicaid coverage.

Private Insurance. Private insurance is available when provided through a Veteran's employer, spouse, or other non-Federal source, including state marketplaces established under the Affordable Care Act.

¹³ Haley, J., & Kenney, G.M. (May 2012). Uninsured Veterans and Family Members: Who Are They and Where Do They Live? (Timely Analysis of Immediate Health Policy Issues). Washington, DC: Robert Wood Johnson Foundation/Urban Institute. <http://www.urban.org/sites/default/files/alfresco/publication-pdfs/412577-Uninsured-Veterans-and-Family-Members-Who-Are-They-and-Where-Do-They-Live-.pdf>

3.1 VA Enrollment

As in previous years, the 2021 Survey of Enrollees first asked respondents whether they were enrolled in VA Health Care. Despite the fact that all respondents are enrolled according to administrative records and have access to VA health care services, 4.7 percent indicated that they were not enrolled and another 9.3 percent indicated that they were not sure. Taken together, around 1 in 7 enrollees (14.0%) indicated that they were either not enrolled or not sure whether they were enrolled in VA Health Care. Additionally, 0.7 percent of respondents did not answer this question.

Respondents who said that they were not enrolled or were not sure were more likely than those who said that they were enrolled to report having Medicaid, TRICARE, or private insurance coverage. This suggests that the lack of knowledge about enrollment may be due to a lesser need for VA Health Care. While 24.7 percent of respondents reporting enrollment had private health insurance coverage, 34.7 percent of those who reported not being enrolled (including those who were not sure about the enrollment) had private health insurance.

3.2 Public and Private Insurance Coverage

The availability of public or private insurance coverage is likely the most important factor related to enrollee use of VA health care services. As in previous years, the survey asked enrollees whether they are covered by various public and private insurance plans. Most enrollees (80.3%) reported that they had some type of public or private insurance coverage.

About half of enrollees (50.2%) reported Medicare coverage, compared to 7.1 percent who reported Medicaid coverage, and 25.7 percent private insurance coverage. TRICARE coverage was reported by 23.2 percent of enrollees, up a half point compared to 2020. Among those with Medicare, 34.2 percent reported Medicare Part D Coverage, 35.6 percent reported Medicare Advantage coverage, and 19.6 percent reported that they purchased Medigap coverage. These coverage rates are similar to 2020 overall. Table 3-1 shows the percentage of enrollee coverage by various insurances.

Table 3-1. Percentage of enrollees reporting each type of insurance coverage

	#	%
Medicare ¹	4,355,742	50.2
Medicare Advantage ²	1,550,154	35.6
Medigap ²	855,232	19.6
Medicare Part D ²	1,487,969	34.2
Medicaid ¹	619,181	7.1
TRICARE ¹	2,014,184	23.2
Private coverage ¹	2,228,902	25.7
Private drug coverage ¹	1,854,136	21.4
No coverage ¹	1,710,114	19.7

¹ Denominator is all enrollees. Weighted N = 8,680,525 enrollees.

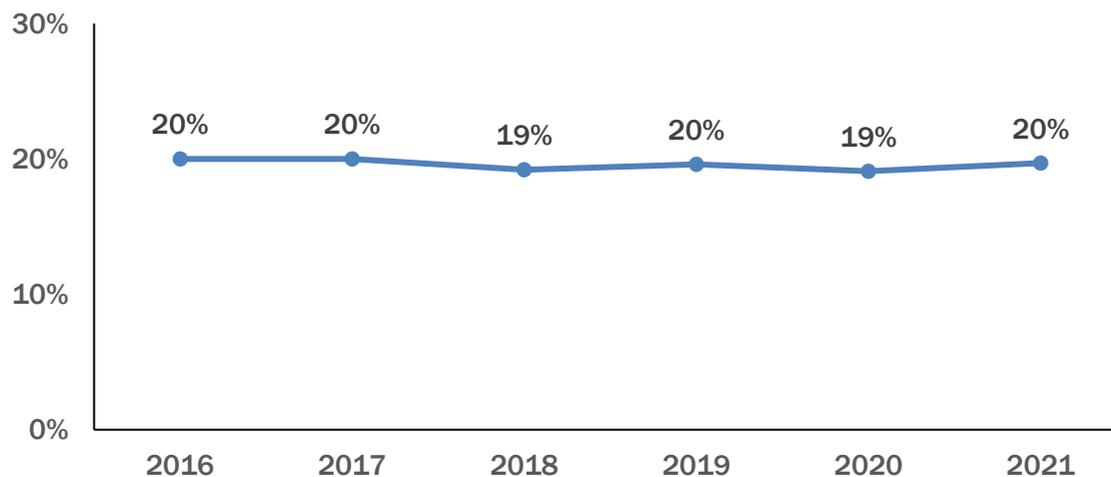
² Denominator is enrollees with Medicare. Weighted N = 4,355,742 enrollees.

3.2.1 Insurance Status

In this report, “uninsured” refers to the lack of any alternative insurance coverage, either public or private. Enrollees who did not report that they had Medicare, Medicaid, TRICARE, or private insurance coverage are considered to be uninsured.¹⁴ In 2021, 19.7 percent of enrollees reported no public or private insurance coverage. Looking over time, the proportion of enrollees who do not report insurance coverage has remained fairly stable at about 20 percent, since 2016. (Figure 3-1).

¹⁴ Enrollees who did not answer the questions about insurance were considered to be uninsured as they did not report alternative insurance coverage. This includes enrollees who did not answer any of the questions or who answered “No” to some of the questions and did not answer other questions as insurance could not be determined. This was done to be consistent with the definition of no insurance coverage in previous years’ reports so that trends could be examined. Approximately 0.2 percent of enrollees did not answer the questions on insurance status. Excluding these enrollees would decrease the percent with no coverage from 19.7 percent to 19.5 percent.

Figure 3-1. Percentage of enrollees with no insurance coverage, by year



Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees.

Insurance Coverage by Demographic and Socioeconomic Characteristics. As shown in Table 3-2, enrollees in Priority Groups 4-6 were more likely to be uninsured than those in Priority Groups 1-3 or Priority Groups 7-8 (23.5%, compared to 20.3% and 13.8%, respectively). Uninsured rates were also highest among younger and lower-income enrollees. Compared with 6.5 percent of enrollees age 65 or older and 27.7 percent of 45 to 64 year-olds, 38.1 percent of enrollees younger than 45 years old lacked public or private insurance coverage. Also, enrollees whose annual incomes were less than \$35,000 were more likely than those making \$35,000 or more per year to be uninsured (27.5% compared to 14.5%, respectively).

Table 3-2. Percentage of enrollees with no insurance, by priority group, age, and income

	Uninsured		Total
	#	%	
Priority group			
P1-P3	977,149	20.3	4,814,204
P4-P6	480,996	23.5	2,045,424
P7-P8	251,968	13.8	1,820,897
Age group			
<45	716,906	38.1	1,879,578
45-64	718,638	27.7	2,592,681
65+	274,570	6.5	4,208,266

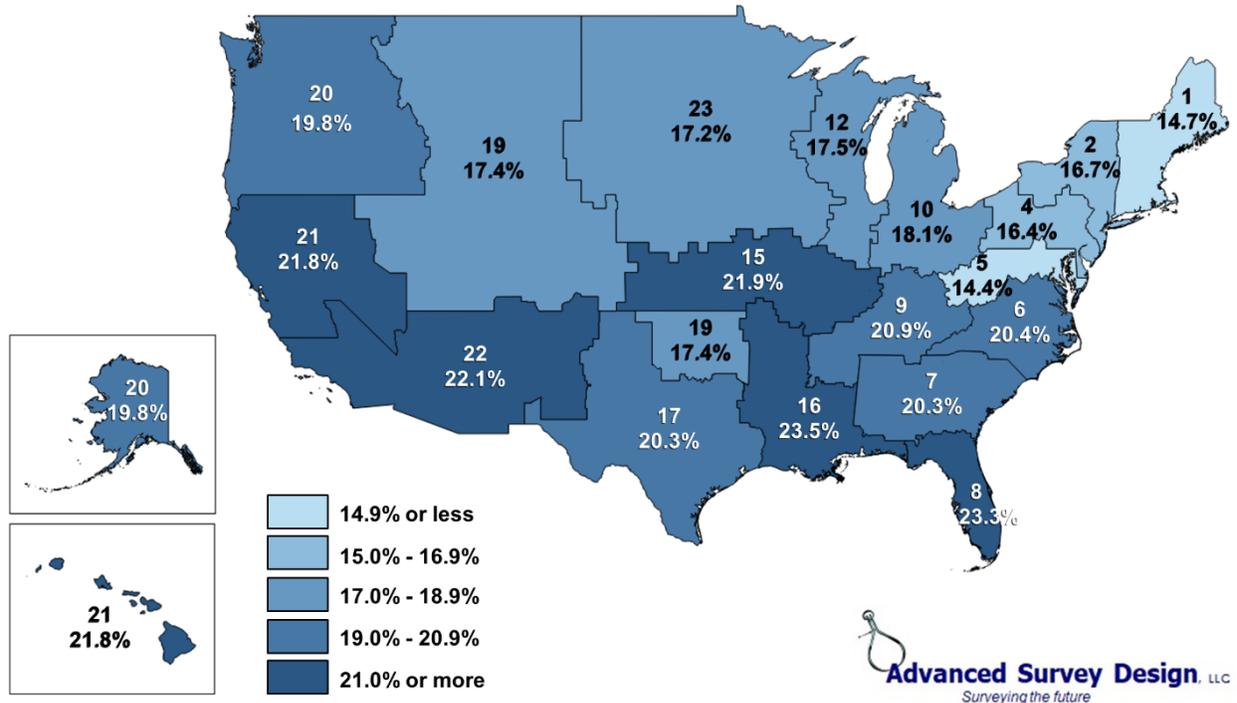
Table 3-2. Percentage of enrollees with no insurance, by priority group, age, and income (continued)

	Uninsured		Total
	#	%	
Income group			
<\$35,000	937,070	27.5	3,404,390
\$35,000+	723,571	14.5	4,988,279
Missing	49,472	17.2	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

Figure 3-2 shows considerable variation in the rate of enrollees who are uninsured by VISN. The proportion of enrollees with no insurance coverage ranges from 14.4 percent in VISN 5 and 14.7 percent in VISN 1 to 23.3 percent in VISN 8 and 23.5 percent in VISN 16.

Figure 3-2. Percentage of enrollees with no insurance coverage, by VISN



3.2.2 Medicare Coverage

The 2021 survey identified 50.2 percent of enrollees as having Medicare coverage (Table 3-1). The survey asked respondents whether they were enrolled in Medicare and, if so, whether they were enrolled in a Medicare Advantage plan. For those not in a Medicare Advantage plan, the survey asked about enrollment in Medigap. Table 3-3 shows the percentage of enrollees in Medicare by demographic groups. Medicare enrollees were more likely to be those in the lower priority groups (Priority Groups 4-8) or those with an annual income of less than \$35,000. As expected, enrollees age 65 years or older were much more likely to have Medicare than younger enrollees.

Table 3-3. Percentage of enrollees with Medicare coverage, by priority group, age, and income

	Medicare		Total
	#	%	
Priority group			
P1-P3	1,995,000	41.4	4,814,204
P4-P6	1,232,938	60.3	2,045,424
P7-P8	1,127,804	61.9	1,820,897
Age group			
<45	103,968	5.5	1,879,578
45-64	427,431	16.5	2,592,681
65+	3,824,343	90.9	4,208,266
Income group			
<\$35,000	1,996,144	58.6	3,404,390
\$35,000+	2,175,847	43.6	4,988,279
Missing	183,751	63.8	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

Table 3-4 shows the specific type of Medicare coverage for those who were covered by Medicare. VA enrollees with Medigap coverage tended to be those in Priority Groups 7-8 (26.5%), age 65 or older (21.2%), or making \$35,000 or more per year (22.8%). Compared to 2020, Medigap coverage among enrollees with incomes over \$35,000 decreased by just over two points. However, VA enrollees with an annual income of less than \$35,000 were more likely to obtain Medicare Advantage (Part C) coverage than those making more than \$35,000 (38.5%

versus 33.3%). Those who were age 45 to 64 were only slightly less likely to obtain Medicare Advantage coverage than those 65 or older (32.6% versus 35.9%).

Table 3-4. Percentage of enrollees with Medigap and Medicare Advantage coverage

	Medigap		Medicare Advantage		Total
	#	%	#	%	
Priority group					
P1-P3	360,958	18.1	626,635	31.4	1,995,000
P4-P6	195,785	15.9	488,751	39.6	1,232,938
P7-P8	298,489	26.5	434,767	38.5	1,127,804
Age group					
<45	NA	NA	NA	NA	103,968
45-64	35,265	8.3	139,268	32.6	427,431
65+	810,824	21.2	1,374,005	35.9	3,824,343
Income group					
<\$35,000	324,595	16.3	768,306	38.5	1,996,144
\$35,000+	495,736	22.8	724,586	33.3	2,175,847
Missing	34,901	19.0	57,262	31.2	183,751

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Total is enrollees in Medicare in each demographic group.

3.2.3 Medicaid Coverage

The 2021 survey identified 7.1 percent of enrollees as having Medicaid coverage (Table 3-1). Table 3-5 shows a strong relationship between the percentage of enrollees with Medicaid coverage and priority group. Enrollees in Priority Groups 4-6 were more than two and a half times as likely to report Medicaid enrollment compared to those in other priority groups. One possible explanation for the high Medicaid enrollment among Priority Groups 4-6 is that Priority Group 5 includes enrollees with nonservice-connected disabilities who are eligible for Medicaid. The percentage of enrollees on Medicaid was also strongly related to income. One in eight enrollees (12.5%) with incomes less than \$35,000 were enrolled in Medicaid, compared to 3.4 percent of those with annual incomes of \$35,000 or higher. While enrollees age 65 or older were more likely than those in younger age groups to report enrollment in Medicaid, priority group and income level were more strongly correlated with Medicaid coverage than was age.

Table 3-5. Percentage of enrollees with Medicaid coverage, by priority group, age, and income

	Medicaid coverage		Total
	#	%	
Priority group			
P1-P3	244,894	5.1	4,814,204
P4-P6	280,551	13.7	2,045,424
P7-P8	93,737	5.1	1,820,897
Age group			
<45	64,133	3.4	1,879,578
45-64	165,547	6.4	2,592,681
65+	389,501	9.3	4,208,266
Income group			
<\$35,000	426,108	12.5	3,404,390
\$35,000+	169,801	3.4	4,988,279
Missing	23,273	8.1	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

3.2.4 TRICARE Coverage

The 2021 survey identified 23.2 percent of enrollees as having TRICARE or TRICARE for Life coverage (Table 3-1), up one half of a percentage point from 2020. Table 3-6 shows that TRICARE coverage was most common among enrollees in Priority Groups 1-3. These enrollees generally have service-connected disabilities and were about three times as likely as other priority groups to have this coverage. Enrollees with higher incomes were also more likely to have TRICARE. Those in the middle age category (those between the ages of 45 and 64) were more likely than younger and older enrollees to report having TRICARE coverage.

Table 3-6. Percentage of enrollees with TRICARE coverage, by priority group, age, and income

	TRICARE		Total
	#	%	
Priority group			
P1-P3	1,595,566	33.1	4,814,204
P4-P6	212,786	10.4	2,045,424
P7-P8	205,832	11.3	1,820,897
Age group			
<45	371,893	19.8	1,879,578
45-64	864,354	33.3	2,592,681
65+	777,937	18.5	4,208,266
Income group			
<\$35,000	443,703	13.0	3,404,390
\$35,000+	1,502,135	30.1	4,988,279
Missing	68,346	23.7	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

3.2.5 Private Individual or Group Health Plans

The 2021 survey identified 25.7 percent of enrollees as having private health insurance coverage (Table 3-1). Enrollees were also asked whether they were covered by individual or group health plans through an employer, spouse or domestic partner’s employer, union, or through some other source. Enrollees younger than 45 years of age or with higher incomes (\$35,000 or more annually) were more likely than their respective counterparts to have private insurance (Table 3-7). Compared to 2020, private health insurance coverage rates were almost one and a half percentage points higher among 2021 enrollees in the higher income category. Among priority groups, those in Priority Groups 4-6 were the least likely to be covered by private individual or group health plans.

Table 3-7. Percentage of enrollees with other types of insurance coverage, by priority group, age, and income

	Other types of health insurance coverage		Total
	#	%	
Priority group			
P1-P3	1,310,599	27.2	4,814,204
P4-P6	334,601	16.4	2,045,424
P7-P8	583,702	32.1	1,820,897
Age group			
<45	748,250	39.8	1,879,578
45-64	814,814	31.4	2,592,681
65+	665,838	15.8	4,208,266
Income group			
<\$35,000	400,435	11.8	3,404,390
\$35,000+	1,770,024	35.5	4,988,279
Missing	58,442	20.3	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

Of enrollees who had private health insurance coverage, about half (50.1%) obtained the insurance policy from their current employers, up nearly four points from 46.6 percent last year. Other common sources of private insurance for enrollees with such coverage were former employers (14.9%) or a family member (13.5%). The remainder obtained private insurance coverage through individually purchased policies, a Federal or State Exchange, a union, the Indian Health Service, or some other channel (Table 3-8).

Table 3-8. Percentage of enrollees with private insurance, by primary source of coverage

Primary Source	#	%
Current employer, including COBRA coverage	1,116,975	50.1
Former employer	333,078	14.9
Coverage purchased on a Federal or State Exchange	73,774	3.3
Other individually purchased coverage	94,144	4.2
Coverage through a family member	300,316	13.5
Coverage purchased through a union	52,954	2.4
Indian Health Service	NA	NA
Some other source	93,941	4.2
Missing	156,816	7.0

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Denominator is all enrollees with private insurance. Weighted N = 2,228,902.

3.2.6 Long-term Care Coverage

Long-term care insurance includes coverage for care in residential settings, such as nursing homes or assisted living facilities, in adult day care programs, or in the home by paid caregivers. The median annual cost for long-term care services in the U.S. varies by the type of service, and is generally unaffordable for most middle-class Americans. While Medicare covers care from skilled nursing facilities or home care following an inpatient hospitalization, most individuals “spend down” their private resources to pay for long-term care or rely on Medicaid to cover these costs.¹⁵

The 2021 Survey of Enrollees asked respondents whether they had a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home. Overall, 7.2 percent of enrollees said that they had a long-term care policy (not shown), which is roughly equivalent to the 7 to 8 percent of the overall U.S. population estimated to have long-term care insurance.¹⁶ Table 3-9 shows the percentage of enrollees who had a long-term care policy by age group. Among enrollees younger than age 65, a total of 5.0 percent had a long-term care policy, compared to 7.7 percent of those ages 65 to 74, 10.7 percent of those ages 75 to 84, and 13.8

¹⁵ Wiltz, Teresa. (25 Jul. 2019.). Getting Older, Going Broke: Who’s Going to Pay for Long-Term Care? Pewtrusts.org. Retrieved from <https://pew.org/32OZOte>.

¹⁶ Robert Wood Foundation (February 2014) “Long-Term Care: What are the Issues?” RWJF.org Issue Brief, retrieved from http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2014/rwjf410654.

percent of those age 85 or older. Compared to 2020, there was a modest decrease in long-term care coverage for those ages 75 to 84 (12.3% in 2020) and age 85 or older (14.6% in 2020).

Table 3-9. Percentage of enrollees with a long-term care policy

Age	Long-term care policy		Total
	#	%	
<65	225,040	5.0	4,472,259
65-74	177,851	7.7	2,312,459
75-84	133,401	10.7	1,247,950
85+	89,222	13.8	647,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525 enrollees.

Prescription Drug Coverage and Use **4**

VA covers prescriptions written by VA health care providers. This prescription drug benefit helps to make prescription medications accessible. Some enrollees with a service-connected disability are eligible to receive their prescription medications free of charge. According to the VA's 2021 copayment rates, enrollees in Priority Group 1 do not pay for medications, as was the case in the previous year. For enrollees in Priority Groups 2 to 8, medication copayment rates follow a tiered system. Preferred generic medications (Tier 1) have a \$5 copay, non-preferred generics (Tier 2) have an \$8 copay, and brand-name drugs (Tier 3) have an \$11 copay for each 30-day supply for treatment of nonservice-connected conditions. Veterans in Priority Groups 2 to 8 are limited to a \$700 annual copayment cap.¹⁷ A list of Tier 1 medications and tier assignments for medications can be found on the VA Health Benefits web page.¹⁸

VA facilities have pharmacies to fill prescriptions immediately, or requests can be made remotely by way of mail order, telephone, or online through the My HealthVet website. VA will also fill prescriptions prescribed by a non-VA provider if the patient is enrolled in VA health benefits, has an assigned Primary Care Provider, supplied the VA health care provider with his or her medical records from the non-VA provider, and the VA health care provider agrees with the medication prescribed by the non-VA provider. VA health care providers are not obligated to prescribe a medication recommended by a non-VA provider.¹⁹

As in previous years, the 2021 Survey of Enrollees included questions about the availability of prescription drug coverage to understand the extent to which enrollees rely on VA for prescription medications. The survey asked enrollees about prescription coverage through private insurance or Medicare Part D, the number of different prescriptions used in the past 30 days, and the number of prescriptions obtained from VA pharmacies in the past 30 days.

VA prescription medication reliance was calculated as the number of prescriptions from VA pharmacies in the past 30 days divided by the total number of prescriptions in the past 30 days. The measure of VA prescription medication reliance was calculated only for enrollees who had

¹⁷ https://www.va.gov/healthbenefits/resources/publications/hbco/hbco_copayments.asp

¹⁸ https://www.pbm.va.gov/PBM/Tiered_Copay/Tier_1_CO-PAY_MEDICATION_LIST.pdf

¹⁹ https://www.va.gov/healthbenefits/resources/publications/IB10-971_medication_copayment_brochure_english.pdf

prescription medications in the past 30 days. It excluded those with no prescriptions, and those who did not answer the questions about the number of prescriptions from VA or total number of prescriptions used in the past 30 days.

4.1 Private Insurance Prescription Drug Coverage

As discussed in Chapter 3, a total of 80.3 percent of enrollees reported having health insurance coverage. Enrollees who reported having private health insurance coverage were asked if their coverage included prescription drug coverage. Table 4-1 shows that among enrollees who said they had private insurance coverage in 2021, the vast majority (83.2%) indicated their coverage included a prescription benefit. About one in ten (10.8%) did not have a prescription benefit with their private insurance. The remaining 6.0 percent of enrollees did not answer the question. Out of all enrollees, 21.4 percent reported having a private insurance prescription benefit (Table 3-1).

Table 4-1. Among enrollees with private insurance coverage, the percentage with coverage that includes a prescription benefit

Private insurance includes prescription drug benefit	#	%
Yes	1,854,136	83.2
No	240,000	10.8
Missing	134,765	6.0
Total	2,228,902	100.0

The tables in Appendix A.3 indicate that in all VISNs, the majority of enrollees who had private insurance coverage also reported prescription drug coverage, although some variations existed across VISNs. Enrollees in VISN 1 reported the lowest rate of prescription drug coverage with their private health insurance (79.5%), nearly five points higher than the lowest prescription coverage rate in a VISN in 2020. Enrollees in VISN 7 had the highest rate of private insurance prescription drug coverage (88.7%), two points higher than the highest prescription coverage rate in 2020.

4.2 Medicare Part D Coverage

The Medicare Prescription Drug, Improvement, and Modernization Act of 2003, otherwise known as the Medicare Modernization Act (MMA), expanded the Federal Medicare program by creating the prescription medication benefit called Part D. Prior to this law, Medicare did not offer a prescription drug benefit. Medicare Part D is a voluntary program available to anyone enrolled in Medicare Part A and/or Part B. Although most Medicare Advantage plans contain a prescription coverage plan, Part D is available to those whose plans do not cover prescriptions. There are numerous Part D plans available, depending on the recipient's specific needs, income, and region. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through Medicare Part D. As of June 2021, a total of 48 million Medicare beneficiaries were enrolled in Medicare Part D.²⁰

The VA prescription drug benefit is considered to be “creditable” coverage, which means that, on average, it provides benefits that meet or exceed those provided by Medicare Part D. Enrollees can have both VA prescription drug benefits and Medicare Part D coverage. However, VA prescription benefits and Medicare Part D do not work together. VA prescription drug benefits cover medications obtained through VA providers, whereas Medicare Part D coverage generally does not cover medications obtained through VA providers. Although the VA pharmacy benefit is deemed equivalent to Medicare Part D, Veterans who meet low-income assistance thresholds under Medicare Part D may reduce out-of-pocket expenses more by using Medicare Part D than by using the VA pharmacy, thereby making Medicare Part D more attractive.²¹

Some Medicare Part D beneficiaries who have cost-shared past a certain threshold enter the coverage gap, colloquially called the “donut hole.”²² To get out of the coverage gap, beneficiaries had to pay a greater portion out-of-pocket until they reached the gap ceiling, after which they are covered under Part D again. The ACA endeavored to phase out the gap in coverage by requiring manufacturers to maintain a discount on the price of covered brand-name drugs in the coverage gap, reducing copayments for brand-name and generic drugs in the gap, and gradually lowering copayments to the level that applies before the gap. In 2020, Medicare considered the coverage gap in Part D benefits “closed,” as the coinsurance rates had been

²⁰ <https://www.kff.org/medicare/issue-brief/key-facts-about-medicare-part-d-enrollment-premiums-and-cost-sharing-in-2021/>

²¹ <http://www.ncbi.nlm.nih.gov/pubmed/17909387>

²² <https://medicare.com/medicare-part-d/coverage-gap-donut-hole-made-simple/>

lowered to 25 percent for both brand-name and generic drugs, meaning that based on the Centers for Medicare and Medicaid Services (CMS) Standard Model Medicare Part D plan, beneficiaries were paying the same cost-sharing in both the initial coverage phase and in the coverage gap.²³ Though the gap has closed, in 2021, Medicare Part D beneficiaries still pay out-of-pocket costs once they pass the initial benefit period threshold of \$4,130 spent on prescription medications.²⁴ When total out-of-pocket costs reach \$6,550, the beneficiary will reach the Catastrophic Benefit Period and pay minimal coinsurance or copayment costs.²⁵

Enrollees who had Medicare coverage, whether through the Original Medicare Plan or through a Medicare Advantage plan, were asked if they had Medicare Part D. Just over one-third (34.2%) of enrollees with Medicare coverage in 2021 reported that they had Medicare Part D coverage (Table 4-2).

Table 4-2. Among enrollees with Medicare, the percentage with Medicare Part D coverage

Medicare Part D coverage	#	%
Yes	1,487,969	34.2
No	2,468,027	56.7
Missing	399,747	9.2
Total	4,355,742	100.0

Note: Percentages may not sum to 100 percent due to rounding.

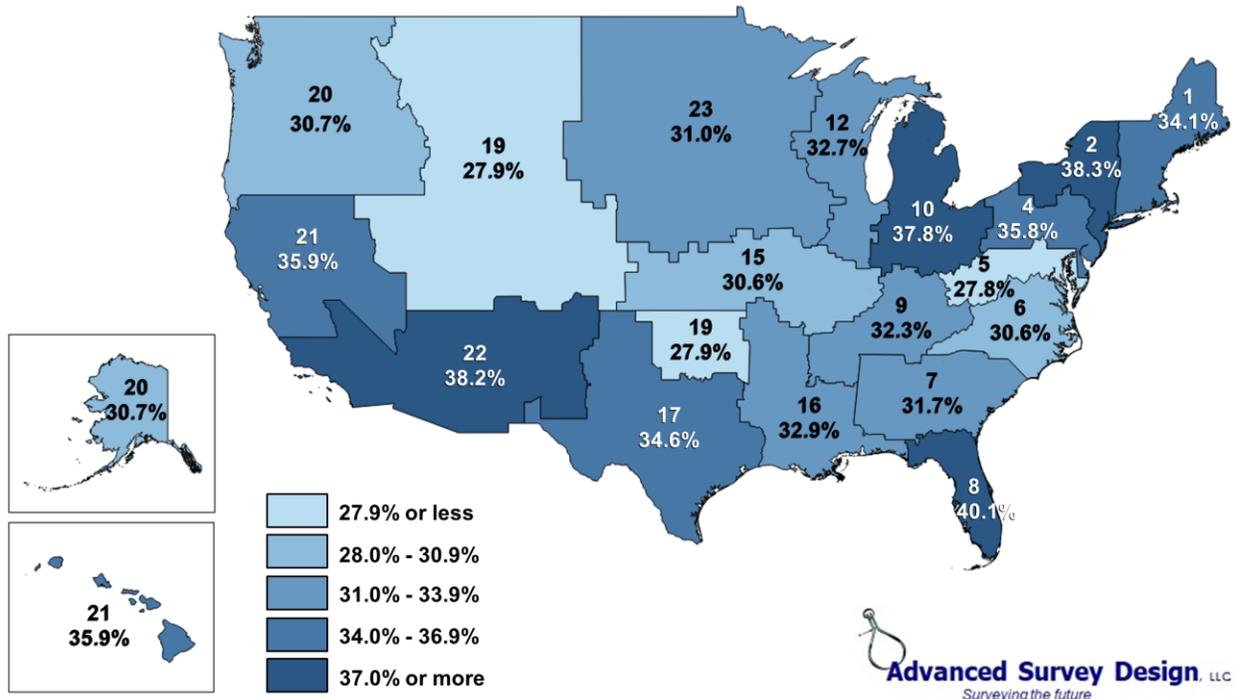
Figure 4-1 shows the variation in Medicare Part D coverage by VISN in 2021, ranging from 27.8 percent in VISN 5 and 27.9 in VISN 19 to 40.1 percent in VISN 8. As in 2020 and 2019, VISN 5 had the lowest rates of Part D coverage. Six VISNs (2, 4, 8, 10, 21, and 22) had a Part D coverage rate above 35 percent of all enrollees with Medicare.

²³ https://q1medicare.com/PartD-MedicarePartD_DonutHole_Discount.php

²⁴ <https://www.ncoa.org/article/donut-hole-part-d>;

²⁵ <https://fe.qa.ncoa.org/article/what-is-medicare-part-d>

Figure 4-1. Among enrollees with Medicare, the percentage with Medicare Part D coverage, by VISN



4.2.1 Medicare Part D Coverage by Socioeconomic Characteristics

Table 4-3 shows Medicare Part D coverage rates by socioeconomic and demographic characteristics of enrollees. Among enrollees with Medicare, those in Priority Groups 1-3 were less likely than those in Priority Groups 4-6 or Priority Groups 7-8 to have Medicare Part D coverage (28.3% compared to 37.8% and 40.5%, respectively). As discussed in Chapter 3, individuals younger than age 65 who have disabilities may qualify for Medicare. Medicare Part D coverage was less prevalent among enrollees ages 45 to 64 (28.3%) than among those ages 65 or older (35.0%). The rate of Medicare Part D coverage was similar, but slightly lower, among enrollees who reported making less than \$35,000 in annual income (34.0%) than those with incomes of more than \$35,000 (34.7%); in 2020, those making less than \$35,000 were slightly more likely than those making over \$35,000 to report having Medicare Part D.

Table 4-3. Among enrollees with Medicare, the percentage with Medicare Part D coverage by priority group, age, and income

	Medicare Part D coverage		
	#	%	Total
Priority group			
P1-P3	564,379	28.3	1,995,000
P4-P6	466,462	37.8	1,232,938
P7-P8	457,128	40.5	1,127,804
Age group			
<45	NA	NA	103,968
45-64	120,937	28.3	427,431
65+	1,340,322	35.0	3,824,343
Income group			
<\$35,000	678,800	34.0	1,996,144
\$35,000+	755,317	34.7	2,175,847
Missing	53,852	29.3	183,751

Note: Denominator is enrollees with Medicare in each demographic group. Weighted N = 4,355,742 enrollees with Medicare. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Total is enrollees in Medicare in each demographic group.

4.3 Prescription Medication Use

The survey asked enrollees the number of prescription medications they had used in the last 30 days and the number they had obtained from VA pharmacies. As shown in Table 4-4, among all enrollees, 43.7 percent reported using five or more prescription medications in the past month. Another 19.8 percent reported taking three to four prescription medications in the past month and 17.7 percent reported taking one to two prescription medications. Nearly one in six enrollees (15.9%) reported taking no prescription medications in the past month. The average (mean) number of prescription medications taken by enrollees in the past 30 days was 4.9 prescriptions. The mean includes those who took zero prescription medications.

Table 4-4. Number of prescription medications used in the last 30 days

Number of prescriptions in last 30 days	#	%
0	1,379,411	15.9
1 - 2	1,533,388	17.7
3 - 4	1,717,693	19.8
5 or more	3,796,653	43.7
Missing	253,380	2.9
Total	8,680,525	100.0

Mean = 4.9

Note: The total and the mean include enrollees who used zero prescriptions in the last 30 days and enrollees who had missing data on the question about number of prescriptions.

Enrollees who reported taking at least one prescription medication in the past 30 days were asked about the number of prescription medications they obtained from VA pharmacies. Table 4-5 shows that among these enrollees, 30.7 percent obtained five or more of their prescription medications from VA pharmacies. Another 17.3 percent obtained one to two prescription medications from VA and 15.8 percent obtained three to four prescription medications from VA. Just over one-third (33.8%) of those enrollees taking prescription medications obtained none of those medications from the VA. For enrollees who reported using one or more prescription drugs in the last 30 days, an average of 3.5 prescriptions were obtained from the VA. The number of prescriptions that enrollees obtained from VA pharmacies in 2021 is consistent with 2020. The next section explores the topic of VA prescription medication reliance in greater detail.

Table 4-5. Among enrollees who used prescription medications in the past 30 days, the number of prescription medications from VA

Number of prescriptions from VA in last 30 days	#	%
0	2,383,090	33.8
1 - 2	1,220,297	17.3
3 - 4	1,110,051	15.8
5 or more	2,163,415	30.7
Missing	170,882	2.4
Total	7,047,734	100.0
Mean = 3.5		

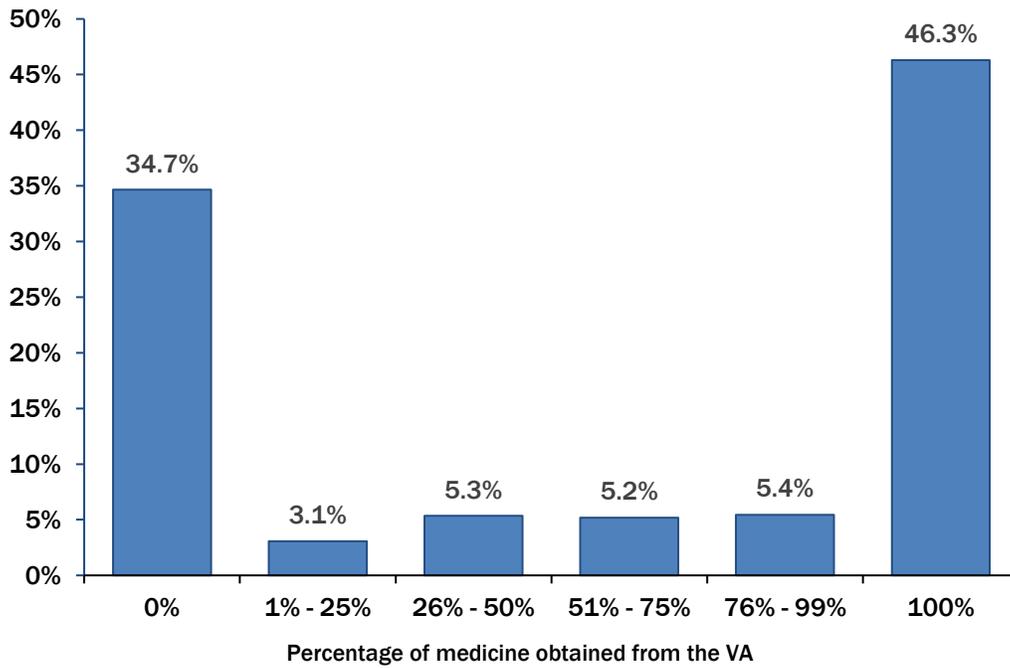
Note: The total and the mean exclude enrollees who used zero prescriptions in the past 30 days and enrollees who had missing data on the question about number of prescriptions in the last 30 days. The denominator includes enrollees who had missing data on the question about number of prescriptions obtained from VA.

4.4 VA Prescription Medication Use

To better understand the reliance on the VA for prescription medications, a measure of VA prescription drug reliance was calculated as the number of prescription medications obtained from the VA in the past 30 days, divided by the total number of prescriptions obtained in the past 30 days.

Figure 4-2 shows a bimodal distribution of VA prescription medication reliance. Namely, enrollees tended to obtain either all of their prescription medications from the VA or none of their prescription medications from the VA. While 46.3 percent of enrollees reported being entirely reliant on the VA for their prescription medications in the past 30 days, 34.7 percent of enrollees obtained none of their prescription medications from the VA. Fewer than one in five enrollees (19.0%) can be described as “dual” users, obtaining some of their prescription medications from VA pharmacies and some from outside pharmacies.

Figure 4-2. VA prescription medication reliance, 2021



Note: Weighted N = 6,876,853 enrolees who used prescription medication in the past 30 days and had non-missing data on both number of prescriptions from VA and outside sources.

Self-reported health status is an important determinant of enrollees' use of VA health care services. The Centers for Disease Control and Prevention (CDC) has noted that well-being is associated with numerous health-, job-, family-, and economically-related benefits. Further, higher levels of well-being have been associated with decreased risk of disease.²⁶ Previous research indicates that Veterans who use the VA for all of their health care are more likely to be in poor health than Veterans who use the VA for only some or none of their health care.^{27,28} Health issues for newly separated Veterans are viewed as a bigger problem than finding work or social relationships.²⁹ The research also suggests that Veterans who use the VA have a substantially elevated health burden compared to other Veterans.^{30,31}

The 2021 Survey of Enrollees gathered information about enrollees' perceived health status and functional limitations. Health status was assessed with a question that asked enrollees to rate their health relative to other people their own age. Functional limitations were assessed with a series of questions about the level of difficulty they experienced with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). These health status variables are standard measures in socioeconomic and health interview surveys that are used to predict potential health care needs.

5.1 Perceived Health Status

Enrollees rated their perceived health status as “excellent,” “very good,” “good,” “fair,” or “poor.” Figure 5-1 displays responses to the perceived health status question by each of the

²⁶ <https://www.cdc.gov/hrqol/wellbeing.htm#nine>

²⁷ Nelson, K. M., Starkebaum, G. A., and Reiber, G. E. (2007). Veterans using and uninsured Veterans not using Veterans Affairs (VA) health care. *Public Health Reports*, 122(1), 93-100.

²⁸ Landes, S.D., London, A.S., and Wilmoth, J.M. (2018). Mortality among Veterans and non-Veterans: Does type of health care coverage matter? *Population Research and Policy Review*, 37(4), 517-537.

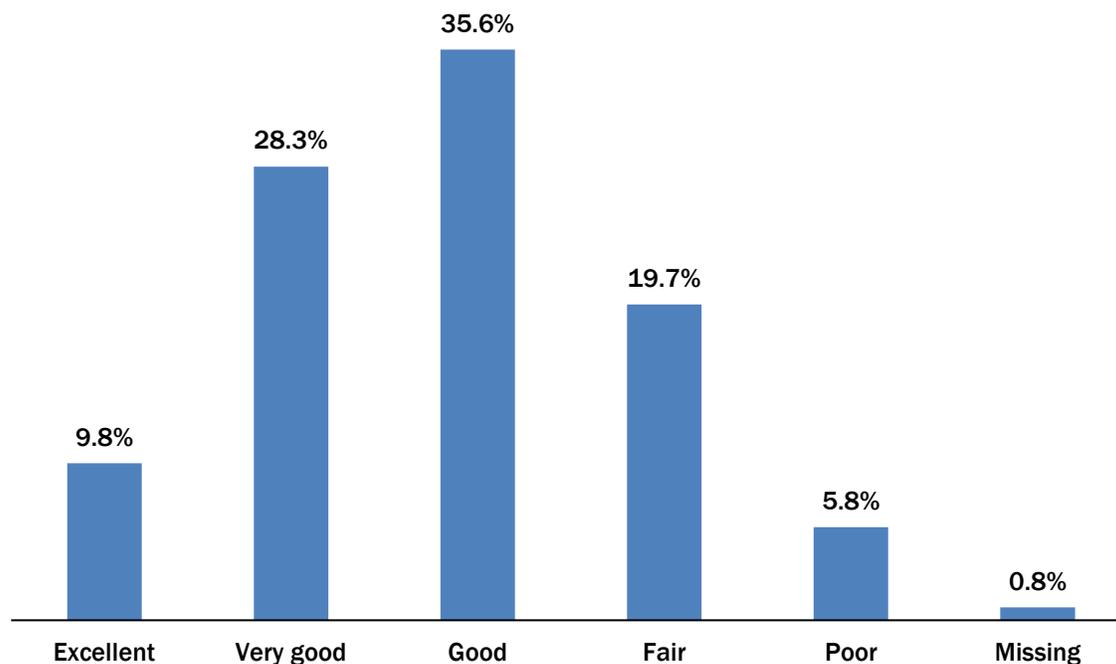
²⁹ Vogt, D. S., Tyrell, F. A., Bramande, E. A., Nillni, Y. I., Taverna, E. C., Finley, E. P., Perkins, D.F., & Copeland, L. A. (2020). U.S. military Veterans' health and well-being in the first year after service. *American Journal of Preventive Medicine*, 58(3), 352-360.

³⁰ Meffert, B. N., Morabito, D. M., Sawicki, D. A., Hausman, C., Southwick, S. M., Pietrzak, R. H., and Heinz, A. J. (2019). U.S. Veterans who do and do not utilize VA health care services: Demographic, military, medical, and psychosocial characteristics. *The Primary Care Companion for CNS Disorders*, 21(1).

³¹ Howren, M. B., Cai, X., Rosenthal, G., and Vander Weg, M. W. (2012). Associations of health-related quality of life with healthcare utilization status in Veterans. *Applied Research in Quality of Life*, 7(1), 83-92.

response choices. Overall, 73.7 percent of enrollees reported their health status as excellent, very good, or good. Around one-fourth (25.5%) reported being in fair or poor health.

Figure 5-1. Perceived health status of enrollees



Note: Denominator is all enrollees. Weighted N = 8,680,525.

5.1.1 Perceived Health Status by Priority Group, Age, and Income

Table 5-1 shows enrollee health status by socioeconomic characteristics. While the majority of enrollees in general reported being in “good” health, those in Priority Groups 1-3 were less likely than those in other priority groups to perceive themselves in “excellent,” “very good,” or “good” health. About seven out of ten enrollees reported being in at least “good” health across age groups (74.8% of those younger than 45, 72.8% of those 45 to 64 years old, and 73.8% of those age 65 and older). Enrollees whose income was less than \$35,000 reported being in “fair” or “poor” health at a higher rate compared to higher-income enrollees (30.9% versus 21.6%, respectively).

Table 5-1. Perceived health status of enrollees, by priority group, age, and income

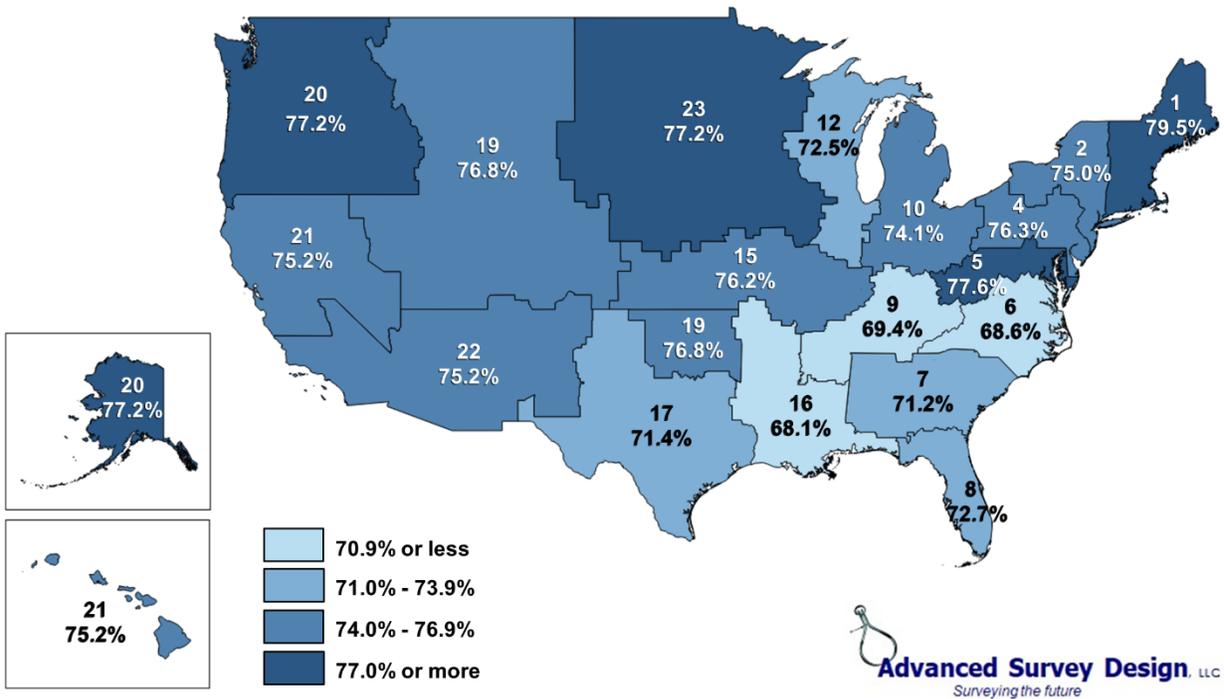
	Excellent/Very good/Good		Fair/Poor		Missing		Total
	#	%	#	%	#	%	
Priority group							
P1-P3	3,401,697	70.7	1,381,337	28.7	31,170	0.6	4,814,204
P4-P6	1,497,842	73.2	526,577	25.7	21,005	1.0	2,045,424
P7-P8	1,501,124	82.4	305,918	16.8	13,856	0.8	1,820,897
Age group							
<45	1,406,762	74.8	466,316	24.8	NA	NA	1,879,578
45-64	1,886,621	72.8	691,441	26.7	14,619	0.6	2,592,681
65+	3,107,280	73.8	1,056,074	25.1	44,911	1.1	4,208,266
Income group							
<\$35,000	2,320,139	68.2	1,051,356	30.9	32,895	1.0	3,404,390
\$35,000+	3,888,963	78.0	1,076,421	21.6	22,895	0.5	4,988,279
Unknown	191,561	66.5	86,054	29.9	10,241	3.6	287,856

Note: Denominator is all enrollees. Weighted N = 8,680,525. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Percentages may not add to 100 percent due to rounding.

5.1.2 Perceived Health Status by VISN

Figure 5-2 shows little variation in perceived health status by VISN. In all VISNs, the majority of enrollees reported being in “good,” “very good,” or “excellent” health. These percentages ranged from 68.1 percent in VISN 16, to 79.5 percent in VISN 1. VISNs 6, 9, and 16 were the only areas where the rate of perceived “good,” “very good,” or “excellent” health was below 70 percent.

Figure 5-2. Percentage of Enrollees Reporting Perceived Health is Good or Better, by VISN



5.2 Functional Limitations

The 2021 Survey of Enrollees asked enrollees about their level of difficulty with functional tasks, including ADLs and IADLs. ADLs represent the fundamental functions of self-care and IADLs represent tasks necessary for independent functioning as a member of a community. Enrollees were asked how much assistance they needed to conduct the following ADLs: bathing, eating, transferring (i.e., getting in or out of bed or a chair), using the toilet, walking around the house, and dressing. Enrollees were also asked how much help they needed to conduct the following IADLs: preparing meals, managing money, doing household chores, using the telephone, taking medications properly, getting to places in the community, scheduling medical services, and driving or using public transportation. Enrollees identified the degree of assistance needed from family, friends, neighbors, or others for ADLs and IADLs using the options “completely dependent on assistance,” “some assistance needed,” or “no assistance needed or not applicable.”

The tasks requiring at least some assistance were tallied for each enrollee to create a disability index. The disability index has a value of 1 for enrollees reporting at least some assistance needed for one or more IADLs but no ADL limitations. A disability index of 1 indicates a “low level disability.” The disability index has a value of 2 for enrollees reporting at least some assistance

needed for one ADL, 3 for enrollees reporting at least some assistance needed for two ADLs, and so forth. Enrollees who indicated a need for assistance with either transferring or using the toilet were counted as having one ADL. The disability index has a value of 0 for enrollees reporting no ADL or IADL limitations.

Table 5-2 shows the percentage of enrollees at each level of the disability index. The proportion of enrollees with no disability or who have a low-level disability was 85.8 percent. The proportion of enrollees with one or two ADL disabilities was estimated at 7.4 percent. The proportion of enrollees with three, four, or five disabilities was estimated at 6.8 percent.

Table 5-2. Percentage of enrollees with ADL and IADL disabilities

Disability index	Description	2021	
		N	%
0	No ADL or IADL	5,729,407	66.0
1	IADL but no ADL	1,716,170	19.8
0 TO 1	No or low-level disability	7,445,577	85.8
2	One ADL disability	418,622	4.8
3	Two ADL disabilities	225,938	2.6
2 TO 3	1 or 2 ADL disabilities	644,560	7.4
4	Three ADL disabilities	170,399	2.0
5	Four ADL disabilities	150,630	1.7
6	Five ADL disabilities	269,359	3.1
4 TO 6	3, 4, or 5 ADL disabilities	590,388	6.8
	Total	8,680,525	100

Note: Respondents who did not answer this question were considered “No ADL or IADL.”

5.2.1 Functional Limitations by Age, Priority Group, and Income

Table 5-3 shows the percentage of enrollees with ADL and IADL disabilities by priority group, age, and income. Enrollees in the lowest Priority Groups (7-8) and those with higher levels of income (\$35,000 or more) had higher rates of no ADL or IADL disabilities. Three or more ADL

disabilities was most common among those in Priority Groups 1-3 (7.7%), those age 65 years or older (8.2%), and those with incomes less than \$35,000 per year (8.4%).

Table 5-3. Percentage of enrollees with ADL and IADL disabilities, by priority group, age, and income

	No ADL or IADL disability		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		Total
	N	%	N	%	N	%	N	%	
Priority group									
P1-P3	3,007,980	62.5	1,034,817	21.5	402,907	8.4	368,500	7.7	4,814,204
P4-P6	1,344,161	65.7	393,543	19.2	155,459	7.6	152,260	7.4	2,045,424
P7-P8	1,377,266	75.6	287,809	15.8	86,194	4.7	69,628	3.8	1,820,897
Age group									
<45	1,299,500	69.1	374,006	19.9	110,030	5.9	96,042	5.1	1,879,578
45-64	1,788,753	69.0	451,066	17.4	203,732	7.9	149,130	5.8	2,592,681
65+	2,641,153	62.8	891,098	21.2	330,797	7.9	345,217	8.2	4,208,266
Income group									
<\$35,000	1,997,514	58.7	817,367	24.0	302,789	8.9	286,721	8.4	3,404,390
\$35,000+	3,562,471	71.4	838,058	16.8	309,218	6.2	278,531	5.6	4,988,279
Missing	169,421	58.9	60,745	21.1	32,553	11.3	25,137	8.7	287,856

Note: Denominator is enrollees. Weighted N = 8,680,525. Respondents who did not answer this question were considered “No ADL or IADL.”

5.3 Emotional and Cognitive Needs

The 2021 Survey of Enrollees asked about the degree to which enrollees needed some or complete assistance with emotional and cognitive functioning from family, friends, neighbors, or others in a typical week. The percentages are displayed in Table 5-4. In 2021, around a quarter of enrollees expressed a need for support in coping with stressful situations (26.7%), avoiding triggers of anxiety (26.3%), or coping with memory loss (23.5%).

Table 5-4. Percentage of enrollees with emotional and cognitive needs

Description	#	%
Coping with stressful situation	2,318,027	26.7
Avoiding triggers of anxiety	2,285,535	26.3
Coping with memory loss	2,043,145	23.5

Note: Denominator is all enrollees. Weighted N = 8,680,525.

Smoking and Tobacco Use **6**

The Survey of Enrollees serves as an important source of data on the prevalence of smoking among the enrollee population. Smoking is a significant health problem for Veterans and remains an important measure in assessing the health of VA enrollees. The CDC states that smokers are more likely than nonsmokers to develop heart disease, stroke, and lung cancer, and estimates that cigarette smoking causes nearly one in five deaths each year in the U.S.³² Although most young smokers start smoking prior to age 18, many in the military begin during their period of service.³³

As in the 2020 survey, a series of questions were included in the 2021 survey asking enrollees about their awareness and willingness to use tobacco cessation counseling and medications offered at VA medical centers. VA recognizes the importance of providing support to enrollees who desire to quit smoking and offers a wide-range of evidence-based tobacco use treatments to support Veterans in quitting. VA offers Veterans the opportunity to participate in individual or group counseling sessions, where health care providers can help develop personalized strategies to quit tobacco and assist with making behavioral changes necessary to quit smoking or tobacco use and stay tobacco-free. VA health care providers can also prescribe Food and Drug Administration (FDA)-approved medications to help manage withdrawal symptoms or cope with the urge to smoke, including nicotine replacement therapy (NRT) treatments such as nicotine patches, gums, and lozenges, as well as other non-nicotine-based medications like bupropion and varenicline.³⁴

VA has also developed clinical resources that Veterans can access in addition to the care provided at VA medical centers. Quit VET (1-855-QUIT-VET) is the VA's national tobacco cessation quitline, offering counseling services and support from trained Quit VET counselors over the phone to Veterans who may be unable to attend in-person counseling sessions available at VA medical centers.³⁵ SmokefreeVET is a text messaging program designed to text daily tips, encouragement, and support messages to Veterans looking to quit tobacco. Veterans can expect

³² http://www.cdc.gov/tobacco/data_statistics/fact_sheets/health_effects/effects_cig_smoking/

³³ <https://www.ncbi.nlm.nih.gov/books/NBK215338/>

³⁴ <https://www.mentalhealth.va.gov/quit-tobacco/how-to-quit.asp>

³⁵ <https://www.mentalhealth.va.gov/quit-tobacco/quit-vet.asp>

three to five messages per day in addition to real-time automated text support if they require an immediate tip or assistance.³⁶ The Stay Quit Coach is a mobile application developed to help Veterans quit smoking and stay tobacco-free. The application is designed to assist Veterans in creating a personalized plan that incorporates their personal reasons for quitting. The application also provides additional information about smoking and quitting, interactive tools to help Veterans cope with urges to smoke, and additional support to help them stay tobacco-free.³⁷

6.1 Cigarette Smoking Status Overview

Enrollees were asked a series of questions about their smoking status in the 2021 survey. As in past enrollee surveys, the questions about cigarette smoking were modeled after the Behavioral Risk Factor Surveillance System (BRFSS), a national health survey conducted by the CDC. Enrollees were first asked whether they smoked at least 100 cigarettes in their lifetime. Enrollees who indicated that they had not smoked 100 cigarettes in their lifetime were not asked any further questions about smoking. Enrollees who indicated that they had smoked at least 100 cigarettes were asked six additional questions about their smoking history. Specifically, they were asked whether they currently smoked every day, some days, or not at all. Those who indicated that they smoked at least some days were considered to be current smokers. Current smokers were asked about any quit attempts in the past 12 months³⁸ and the types of VA tobacco cessation resources they were aware of and willing to use. Those who were not current smokers were asked about the length of time since they last smoked regularly. All enrollees, regardless of their cigarette smoking status, were also asked whether they currently used chewing tobacco, snuff, or snus, and whether they currently used e-cigarettes or other electronic nicotine delivery systems such as vaping products.

Based on their responses to the series of questions, enrollees were classified into six groups: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters. The six groups are defined as:

³⁶ <https://www.mentalhealth.va.gov/quit-tobacco/smokefreevet.asp>

³⁷ <https://mobile.va.gov/app/stay-quit-coach>

³⁸ In the 2010-2015 survey cycles, all “ever smokers” were asked the question about recently quitting (“During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?”). In 2016-2021, only “current smokers” were asked this question, which translates to the percentage of “current smokers” who made a recent quit attempt or are “unsuccessful quitters.”

Have you smoked at least 100 cigarettes in your entire life?

1. Enrollees who answered “No” were “**never smokers**”
2. Enrollees who answered “Yes” were “**ever smokers**”

Of “ever smokers:” *Do you now smoke cigarettes every day, some days, or not at all?*

3. Enrollees who answered “every day” or “some days” were “**current smokers**”
4. Enrollees who answered “not at all” were “**former smokers**”

Of “current smokers:” *During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?*

5. Enrollees who answered “Yes” were “**recent unsuccessful quitters**”

Of “former smokers:” *How long has it been since you last smoked cigarettes regularly?*

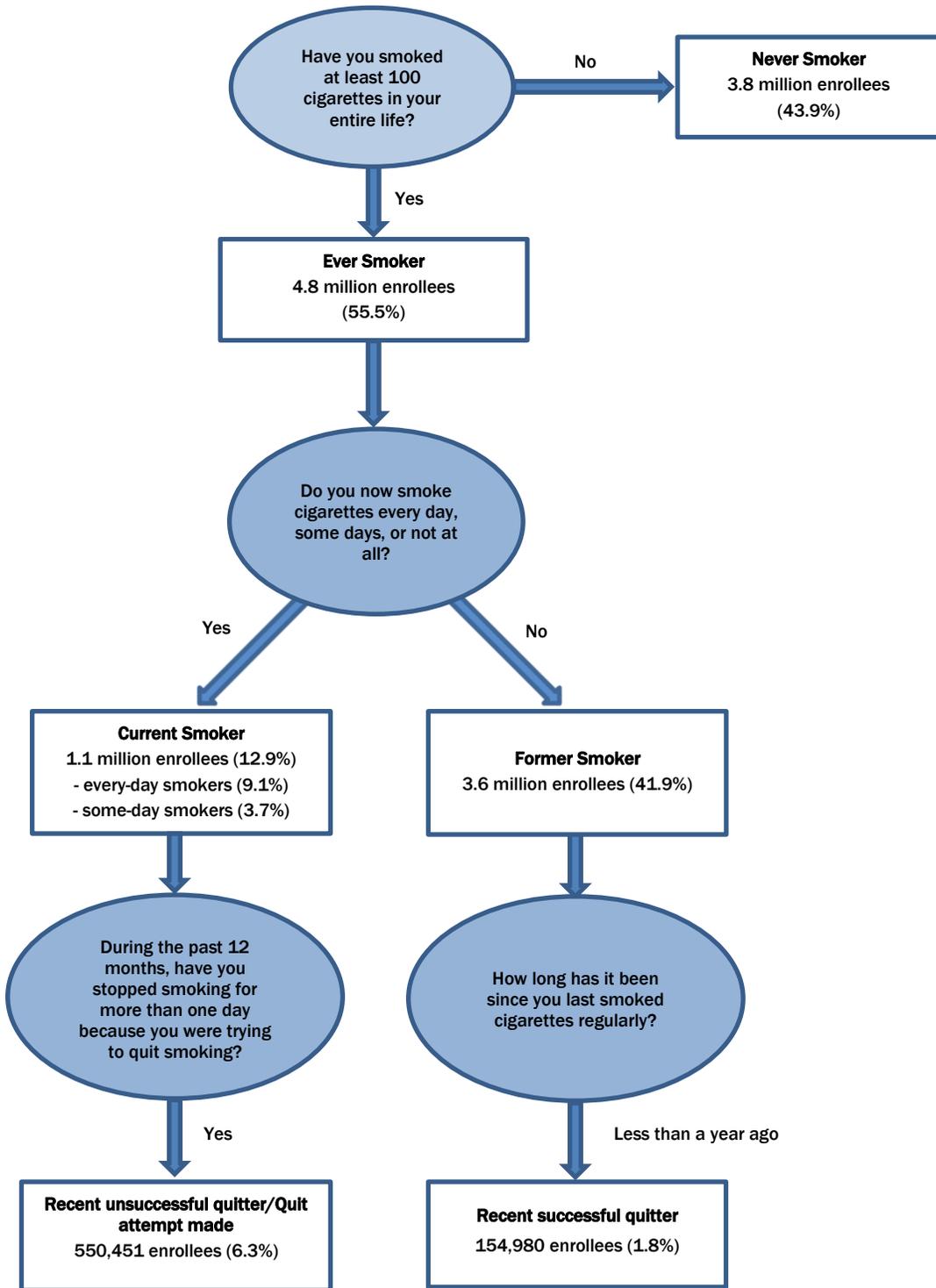
6. Enrollees who answered “Less than a year ago” were “**recent successful quitters**”

In 2021, a total of 55.5 percent of enrollees were classified as ever smokers. Using all enrollees as the denominator, current smokers made up 12.9 percent of the total enrollee population, a modest decrease from 2020 (13.3%). This continues the steady downward trend in smoking rates among enrollees, which is lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).³⁹ Just over four in ten enrollees (41.9%) were considered former smokers, an increase in two percentage points compared to 2020. In the past year, 1.8 percent of the enrollee population had successfully quit smoking. Figure 6-1 depicts the smoker status classification of enrollees into the six groups, along with percentages of each group.

In the enrollee survey, current smokers include both Veterans who reported smoking every day and those who reported smoking some days. The 2021 survey identified 3.7 percent as some-day smokers in the enrollee population and 9.1 percent as every-day smokers. Compared to 2020, there was a small decrease in every-day smoker rates (from 9.5%, for a 0.4% change), further reflecting the decrease in smoking rates among enrollees.

³⁹ <https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease202009-508.pdf>

Figure 6-1. Smoker status classification



Note: Denominator is all enrollees. Percentages do not add to 100 percent due to missing values.

Table 6-1 shows smoking status over the past five survey cycles. The table shows the decline in current smokers among VA enrollees, from 15.9 percent in 2017 to 12.9 percent in 2021. This follows a similar decreasing trend among current smokers in the general U.S. adult population, which dropped from 15.1 percent in 2015 to 14.2 percent in 2019.^{40, 41}

The 2021 survey results generally held to prior survey trends and showed a steady decrease in the percentage of ever smokers (from 60.5% in 2017 to 55.5% in 2021) and an increase in the percentage of enrollees who had never smoked (from 37.9% in 2017 to 43.9% in 2021). The rates of successful cessation effort among enrollees remained stable between 2020 and 2021.

Table 6-1. Enrollee smoking status, by year

Smoking status	2017	2018	2019	2020	2021
Never smokers	3,164,520	3,324,089	3,514,568	3,711,467	3,812,622
% Enrollee population	37.9%	38.6%	40.4%	42.5%	43.9%
Ever smokers	5,049,630	5,188,004	5,080,934	4,941,589	4,816,256
% Enrollee population	60.5%	60.2%	58.4%	56.6%	55.5%
Current smokers*	1,326,435	1,255,216	1,273,362	1,161,301	1,116,112
% Ever smoker population	26.3%	24.2%	25.1%	23.5%	23.2%
% Enrollee population	15.9%	14.6%	14.6%	13.3%	12.9%
Recent unsuccessful quitters	772,615	668,228	670,692	629,755	550,451
% Current smoker population	58.3%	53.2%	52.7%	54.2%	49.3%
% Enrollee population	9.3%	7.8%	7.7%	7.2%	6.3%
Former smokers	3,603,294	3,797,716	3,731,620	3,711,495	3,637,363
% Ever smoker population	71.4%	73.2%	73.4%	75.1%	75.5%
% Enrollee population	43.2%	44.1%	42.9%	42.5%	41.9%
Recent successful quitters	143,548	181,435	166,239	164,221	154,980
% Former smokers	4.0%	4.8%	4.5%	4.4%	4.3%
% Enrollee population	1.7%	2.1%	1.9%	1.9%	1.8%
Enrollee population	8,345,428	8,614,563	8,704,243	8,725,547	8,680,525

* "Current smokers" include enrollees who reported smoking every day or some days currently.

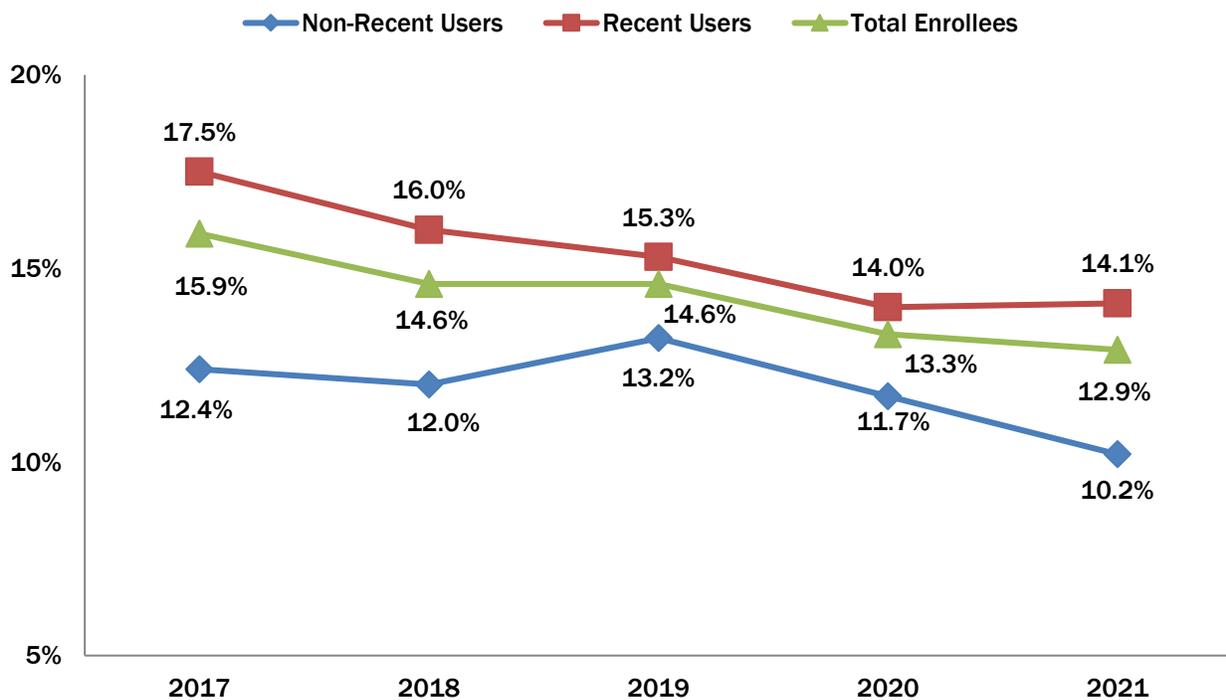
⁴⁰ <https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease202009-508.pdf>

⁴¹ https://public.tableau.com/profile/tina.norris#!/vizhome/FIGURE8_1/Dashboard8_1

6.2 Cigarette Smoking by Socioeconomic Characteristics

The chart in Figure 6-2 shows smoking percentages by total enrollees, enrollees who have recently utilized VA Health Care, and enrollees who have not recently utilized VA Health Care. Recent users are defined as enrollees who used VA Health Care during fiscal year 2020 (i.e., between October 1, 2019 and September 30, 2020). As illustrated in Figure 6-2, the current smoking rate among recent users of VA services has been consistently higher than that among the non-recent users and among the total enrollee population. The current smoking rate among recent users has declined steadily from 17.5 percent in 2017 to 14.1 percent in 2021, remaining steady since 2020. The current smoking rate among non-recent users decreased a point and a half compared to 2020; it had stabilized at around 12 percent from 2017 through 2020, with a slight uptick in 2019 (13.2%). The smoking rate among non-recent users has been consistently lower than that among the total enrollee population, a gap that widened in 2021.

Figure 6-2. Percent of smokers by recent utilization of VA services from 2017 to 2021



There were notable differences in smoking rates across different priority groups, age groups, and income groups (Table 6-2). Similar to findings from the 2020 Survey of Enrollees, Priority Groups 1-3 had the highest percentage of enrollees who had never smoked, up almost two and a half points since 2020 (45.2% versus 47.6%). Priority Groups 4-6 had the highest percentage of

current smokers (17.9% of all enrollees in Priority Groups 4-6, compared with 11.9% in Priority Groups 1-3 and 9.8% in Priority Groups 7-8). Veterans in Priority Groups 4-6 are those with catastrophic disabilities (Priority Group 4), nonservice-connected disabilities or Veterans who have an annual income below the established VA Means Test (MT) threshold (Priority Group 5), or exposure to environmental hazards (Priority Group 6). Priority Groups 7-8, those who are least affected by service-related conditions, had the highest percentage of former smokers (46.6% of all enrollees in this group).

Enrollees under age 45 and enrollees with incomes of \$35,000 per year or more were more likely to have never smoked than their older and lower-income counterparts. Among enrollees under age 45, over half (56.8%) had never smoked, a 3.1 percent increase over 2020; this is compared to 51.0 percent of those between ages 45 and 64 and 33.8 percent among those age 65 or older who had never smoked. Of the three age groups, those between the ages of 45 and 64 had the highest current smoking rate (17.3%), and the oldest group had the lowest current smoking rate (9.8%). Younger enrollees under age 45 saw a 1.5 percent decrease in the rate of unsuccessful attempts to quit smoking compared to 2020, from 9.2 percent to 7.7 percent of all enrollees in 2021.

Nearly half (48.9%) of the enrollees with an annual income of \$35,000 or more were never smokers and only 9.1 percent were current smokers. In contrast, just over one-third (37.0%) of those who made less than \$35,000 per year had never smoked, up 1.5 percent compared to 2020. The current smoking rate in this lower-income group was more than twice the rate of the higher-income group, at 18.4 percent.

Table 6-2. Enrollee smoking status, by priority group, age, and income

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35,000	\$35,000+
Never smokers	2,291,816	747,634	773,172	1,067,725	1,321,303	1,423,595	1,259,700	2,437,395
% Enrollee population	47.6%	36.6%	42.5%	56.8%	51.0%	33.8%	37.0%	48.9%
Ever smokers	2,497,998	1,279,616	1,038,643	809,918	1,256,372	2,749,966	2,123,176	2,530,299
% Enrollee population	51.9%	62.6%	57.0%	43.1%	48.5%	65.3%	62.4%	50.7%
Current smokers	571,595	366,477	178,039	254,706	447,253	414,153	627,969	453,906
% Ever smokers	22.9%	28.6%	17.1%	31.4%	35.6%	15.1%	29.6%	17.9%
% Enrollee population	11.9%	17.9%	9.8%	13.6%	17.3%	9.8%	18.4%	9.1%
Recent unsuccessful quitters	298,121	174,661	77,669	145,016	215,090	190,345	317,552	220,074
% Current smokers	52.2%	47.7%	43.6%	56.9%	48.1%	46.0%	50.6%	48.5%
% Enrollee population	6.2%	8.5%	4.3%	7.7%	8.3%	4.5%	9.3%	4.4%
Former smokers	1,892,929	896,675	847,758	551,477	795,164	2,290,721	1,461,405	2,050,725
% Ever smokers	75.8%	70.1%	81.6%	68.1%	63.3%	83.3%	68.8%	81.0%
% Enrollee population	39.3%	43.8%	46.6%	29.3%	30.7%	54.4%	42.9%	41.1%
Recent successful quitters	99,322	35,231	20,427	71,437	44,612	38,930	82,447	70,795
% Former smokers	5.2%	3.9%	2.4%	13.0%	5.6%	1.7%	5.6%	3.5%
% Enrollee population	2.1%	1.7%	1.1%	3.8%	1.7%	0.9%	2.4%	1.4%
Enrollee population	4,814,204	2,045,424	1,820,897	1,879,578	2,592,681	4,208,266	3,404,390	4,988,279

Note: Missing income group is not shown. There are no missing values for age and priority group.

When comparing current smoker status among VA enrollees by specific demographic characteristics, notable differences across groups emerged (Table 6-3). Across all racial and ethnic groups, American Indian/Alaska Native non-Hispanics, Multi-Racial non-Hispanics, and Black non-Hispanics had the highest current smoking rate. In terms of health status, enrollees who reported being in fair or poor health were more likely to be current smokers than those who reported being in good/very good/excellent health. The proportion of current smokers was slightly higher among male enrollees (13.0%) and those who reported recently accessing the VA health system (13.9%) than among their respective counterparts (11.6% for female and 11.2% for those who did not report using the VA health system recently). As in 2020, there is roughly a one-and-a-half-point gap in the current smoker rates between males and females.

Similar to 2020, the proportion of current smokers was much higher among uninsured (19.6%) or unemployed (19.7%) enrollees than those who had health insurance (11.2%) and those who were employed either full-time or part-time (11.6%). Compared to 2020, nearly all demographic categories experienced a decrease in the rate of current smokers among enrollees in 2021.

Table 6-3. Current smoker status, by special populations

	Current smoker		Total enrollees
	#	%	#
Gender			
Female	93,712	11.6	808,795
Male	1,022,399	13.0	7,871,730
Race and ethnicity (mutually exclusive)			
White non-Hispanic	753,964	12.3	6,110,736
Black non-Hispanic	167,271	15.6	1,074,638
American Indian/Alaska Native non-Hispanic	12,176	18.0	67,493
Asian non-Hispanic	13,273	9.5	139,789
Native Hawaiian non-Hispanic	NA	NA	31,727
Multi-Racial non-Hispanic	33,125	17.2	192,099
Hispanic	91,806	11.5	800,638
Missing	37,707	14.3	263,405
Insurance status			
Insured	780,701	11.2	6,970,411
Not insured	335,411	19.6	1,710,114

Table 6-3. Current smoker status, by special populations (continued)

	Current smoker		Total enrollees
	#	%	#
OEF/OIF/OND status			
Yes	232,775	12.5	1,856,019
No	883,337	12.9	6,824,506
Health status*			
Good/Very good/Excellent	700,774	10.9	6,400,663
Fair/Poor	408,019	18.4	2,213,831
Employment status			
Employed, full-time or part-time	372,133	11.6	3,196,745
Unemployed	63,185	19.7	321,060
Recent patient status (used VA within the past year)			
Recent VA patient	734,932	13.9	5,278,011
Not a recent VA patient	370,922	11.2	3,325,154

Note: Denominator is all enrollees in the group. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as Multi-Racial. Missing values for race and ethnicity represent those enrollees who did not answer whether they were of Hispanic origin or did not answer the race question.

*Health status was based on self-reported survey data.

6.3 Cigarette Smoking Status by VISN

Figure 6-3 shows the percentage of total enrollees who are current smokers by VISN. The percentages of current smokers range from 9.8 percent (VISN 21) to 18.4 percent (VISN 9) of the enrollee population. In 15 out of the 18 VISNs, the rate of current smokers among enrollees is lower than the overall national average of adult current smokers (14.2%). Only in VISN 9, 10, and 15 was the rate of current smokers among enrollees higher than the national average.

Figure 6-3. Percentage of enrollees who are current smokers, by VISN

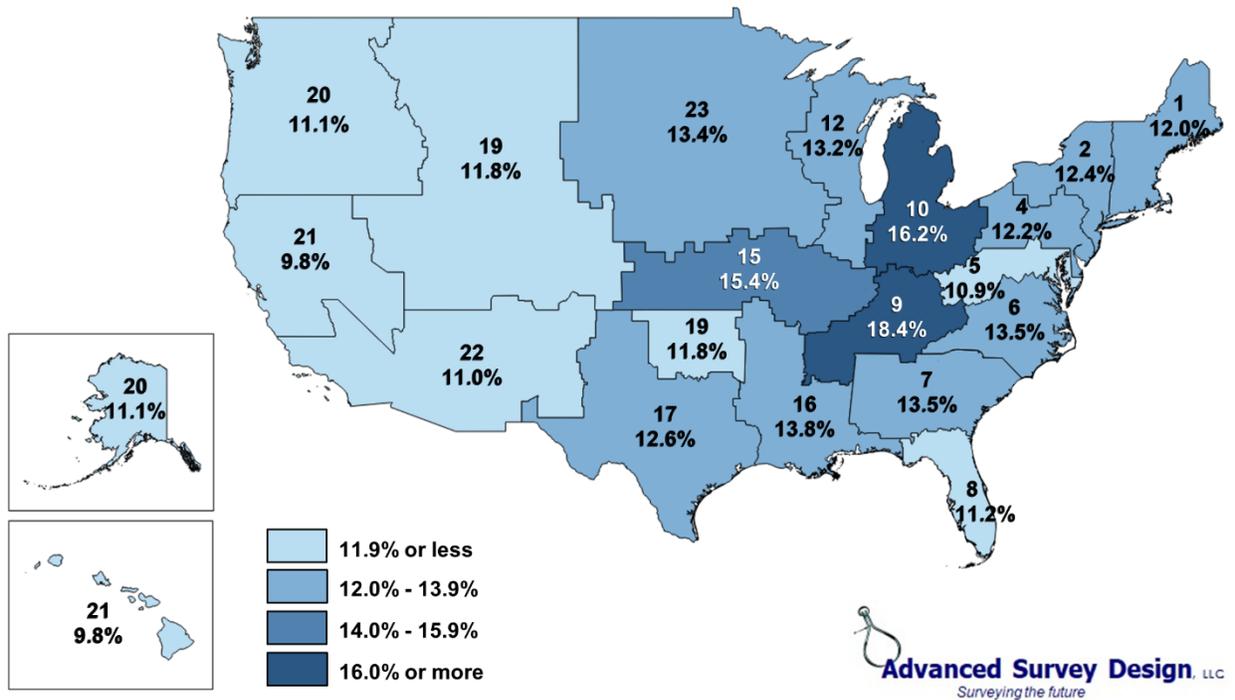


Table 6-4 compares the 2020 and 2021 smoking rates by VISN. The current smoking rate decreased between 2020 and 2021 in 11 out of the 18 VISNs. The biggest drops occurred in VISN 5, VISN 15, and VISN 16, which decreased by 2.2, 1.9, and 2.3 points, respectively. Only one VISN, VISN 9, saw an increase in current smoking rate of over one point.

Table 6-4. Change in current smoking rates from 2020 to 2021, by VISN

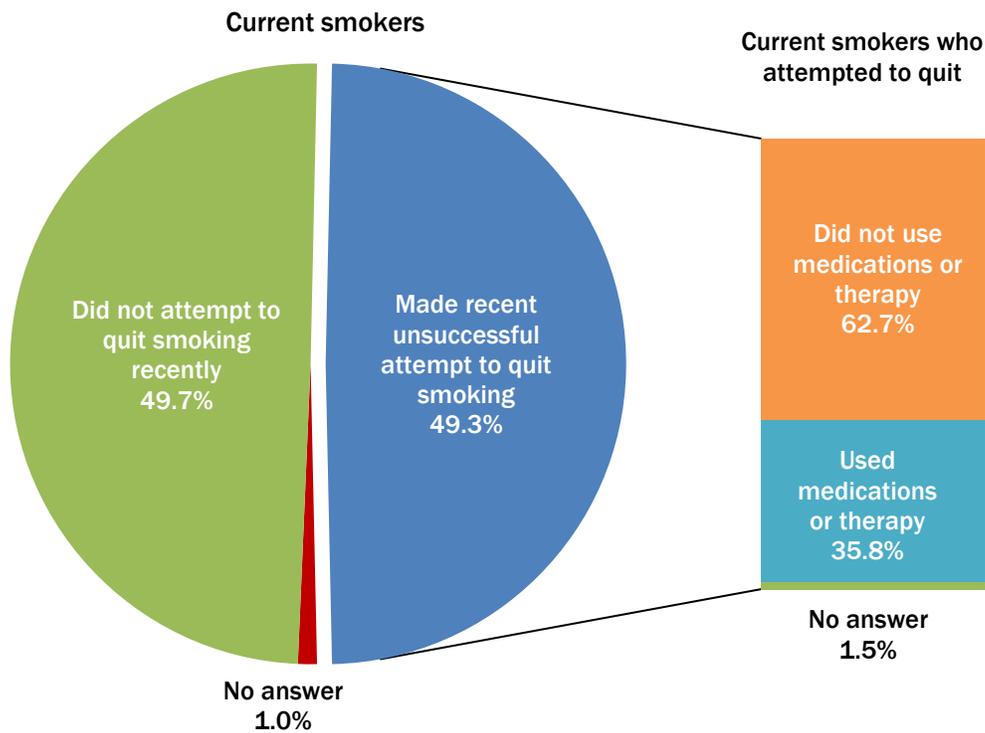
VISN	Percentage of enrollees who are current smokers		
	2020 (%)	2021 (%)	Change (in percentage points) from 2020 to 2021
1	12.8	12.0	-0.8
2	13.4	12.4	-1.0
4	12.2	12.2	0.0
5	13.1	10.9	-2.2
6	13.4	13.5	0.1
7	13.1	13.5	0.4
8	11.7	11.2	-0.5
9	16.0	18.4	2.4
10	16.8	16.2	-0.6
12	12.6	13.2	0.6
15	17.3	15.4	-1.9
16	16.1	13.8	-2.3
17	11.7	12.6	0.9
19	13.2	11.8	-1.4
20	11.3	11.1	-0.2
21	10.8	9.8	-1.0
22	12.0	11.0	-1.0
23	13.2	13.4	0.2

6.4 Tobacco Cessation

Most former smokers (70.3%, not shown) reported successfully quitting smoking ten or more years ago, and one in ten former smokers (10.0%, not shown) last smoked one to four years ago. An additional 4.3 percent (not shown) of former smokers, or 1.8 percent of the enrollee population, reported having successfully quit smoking in the previous 12 months.

As shown in Figure 6-4, just under half (49.3%) of current enrollee smokers had made a recent quit attempt but were unsuccessful. Of these recent unsuccessful quitters, 35.8 percent used non-nicotine prescription medications or nicotine replacement therapy (e.g., nicotine patch, gum, lozenge, inhaler, or nasal spray) to help with their tobacco cessation attempt.

Figure 6-4. Recent unsuccessful tobacco cessation attempts among current smokers and use of non-nicotine prescription medications or nicotine replacement therapy

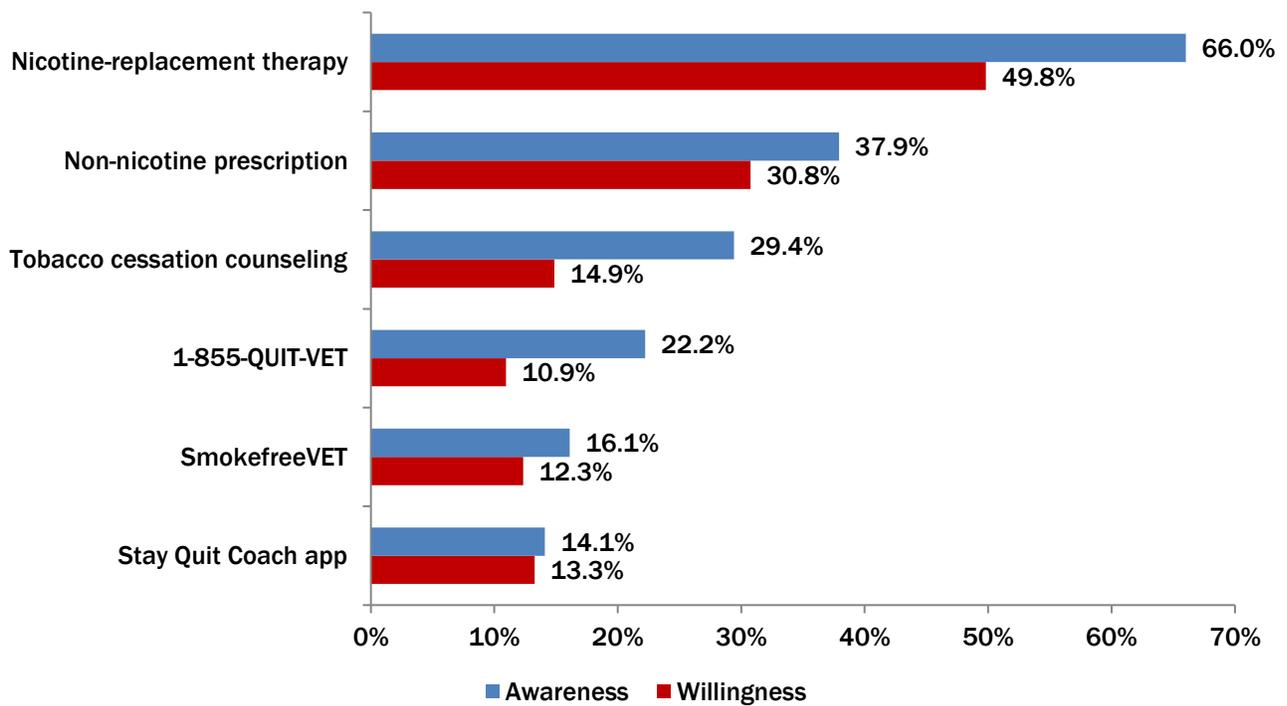


Note: Denominator for the pie chart is the total number of current smokers, weighted N = 1,116,112. Denominator for the bar chart is the total number of current smokers who attempted to quit recently, weighted N = 550,451.

Figure 6-5 shows the awareness of and willingness to use the major tobacco cessation resources offered by the VA. Nicotine replacement therapy was the best known among current enrollee smokers, with 66.0 percent reporting awareness, followed by non-nicotine prescription medications (37.9%), tobacco cessation counseling services (29.4%), the 1-855-QUIT-VET quitline (22.2%), the SmokefreeVET text messaging program (16.1%), and the Stay Quit Coach application (14.1%).

Among current enrollee smokers, nicotine replacement therapy, non-nicotine prescription medications, and tobacco cessation counseling services were also the top three resources that they were most willing to use to help them quit smoking (49.8%, 30.8%, and 14.9%, respectively). Enrollee smokers showed more interest in using the Stay Quit Coach application (13.3%) than using the SmokefreeVET text messaging (12.3%) and the 1-855-QUIT-VET quitline (10.9%).

Figure 6-5. Among current smokers, awareness of and willingness to use VA tobacco cessation resources



Note: Denominator is current smokers for both awareness and willingness. Weighted N = 1,116,112.

6.5 Use of Smokeless Tobacco and e-Cigarettes

While smoking rates have been on the decline among the general adult population, the overall usage rates of smokeless tobacco products (e.g., chewing tobacco, snuff, snus) and e-cigarettes in comparison, have declined at much lower rates.⁴² E-cigarettes is a general term referring to e-cigs, vapes, e-hookahs, vape pens, and electronic nicotine delivery systems (ENDS). Among younger demographic groups, such as middle and high school students, usage of e-cigarettes has even increased significantly in recent years thanks to efforts by manufacturers to advertise vaping as an alternative to cigarette smoking.^{43,44} Like other tobacco products, Veterans tend to use smokeless tobacco products at significantly higher rates compared to their non-Veteran counterparts.⁴⁵ Little is known about the use of e-cigarettes among Veterans, but recent studies have suggested that use

⁴² https://progressreport.cancer.gov/prevention/adult_smoking

⁴³ <https://www.drugabuse.gov/news-events/news-releases/2019/09/teen-e-cigarette-use-doubles-2017>

⁴⁴ https://www.cdc.gov/mmwr/volumes/68/wr/mm6806e1.htm?s_cid=osh-vs-mmwr-full-001

⁴⁵ <https://www.cdc.gov/mmwr/volumes/67/wr/mm6744a2.htm>

of e-cigarettes or vaping products has already passed cigarette smoking in popularity among active military members.⁴⁶

Even though smokeless tobacco and e-cigarettes are often perceived as safer and healthier alternatives to smoking, both still contain significant quantities of nicotine and pose a number of serious health risks to the user. Smokeless tobacco products are linked to increased risk of developing oral, esophageal, and pancreatic cancers, and can cause stained teeth and damaged gum tissue.⁴⁷ E-cigarettes may also contain aerosols that can introduce cancer-causing chemicals, volatile compounds, and heavy metals into the lungs. Chemicals used to flavor the vapor, such as diacetyl, have also been linked to serious lung diseases. A nationwide outbreak of lung illnesses related to e-cigarette products containing tetrahydrocannabinol (THC) oils resulted in over 2,800 hospitalizations and almost 70 deaths in February 2020. Many of the reported brands used by victims were found to be heavily counterfeited by unknown, black-market producers, and the CDC has linked all illness cases to the presence of a cutting agent used to dilute the strength of the THC found in these products.⁴⁸ Lastly, many young people use both e-cigarettes and traditional cigarettes, and there is some evidence that using e-cigarettes increases the likelihood of smoking cigarettes in the future.⁴⁹

To measure the prevalence of smokeless tobacco use and e-cigarette use and/or vaping among enrollees, two questions were asked of enrollees: whether they currently use smokeless tobacco products such as chewing tobacco, snuff, or snus; and whether they use e-cigarettes or other vaping products (“Every day,” “Some days,” or “Not at all”).

Figure 6-6 shows that no change occurred from 2020 to 2021 in the percentage of enrollees who reported using smokeless tobacco every day or some days (3.2% and 1.9%, respectively). The percentage of enrollees who reported using e-cigarettes or other vaping products every day or some days were 1.6 percent and 2.2 percent, respectively. E-cigarette use dropped between 2019 and 2020 (4.3% in 2019 vs. 3.5% in 2020) but saw a minor increase in 2021 to 3.8 percent.

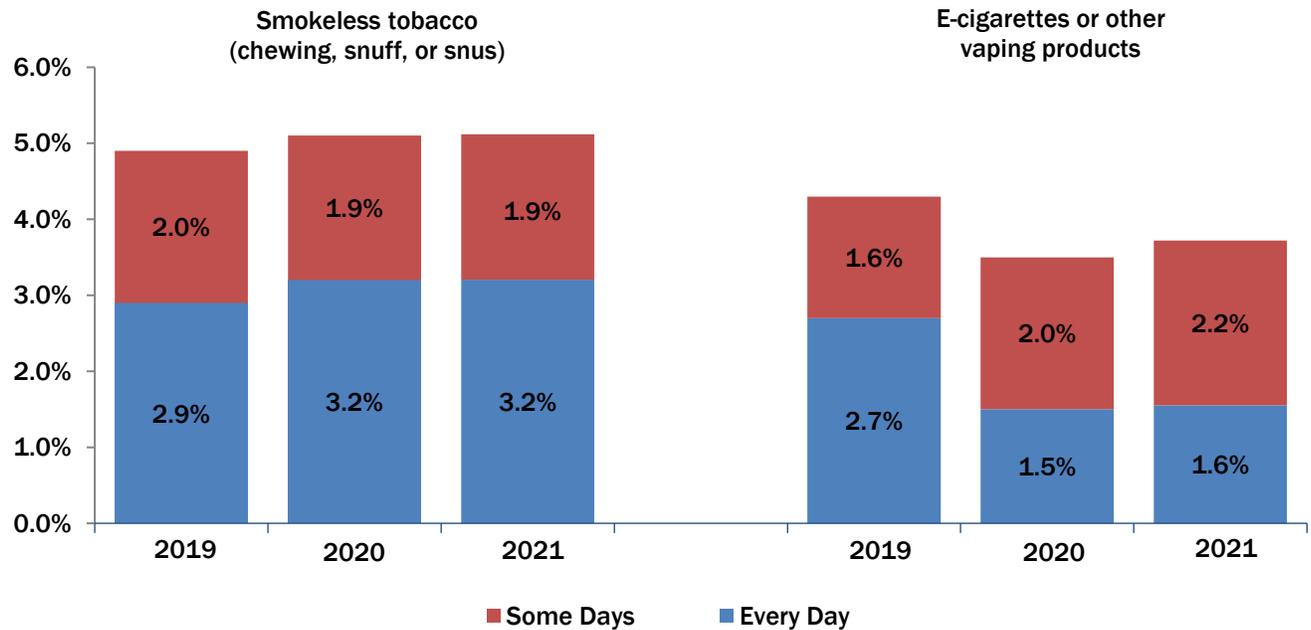
⁴⁶ <https://www.militarytimes.com/pay-benefits/2019/02/03/among-troops-vaping-is-now-more-popular-than-cigarettes/>

⁴⁷ <https://www.cancer.org/cancer/cancer-causes/tobacco-and-cancer/smokeless-tobacco.html#references>

⁴⁸ https://www.cdc.gov/tobacco/basic_information/e-cigarettes/severe-lung-disease.html

⁴⁹ https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html

Figure 6-6. Among enrollees, prevalence of smokeless tobacco and e-cigarette use (2019, 2020, and 2021 results)



Note: Denominator is all enrollees. Weighted N = 8,680,525.

Table 6-5 shows that the use of other tobacco products varies across enrollee socioeconomic and demographic groups. Enrollees in Priority Groups 1-3 had the highest rate of using smokeless tobacco products (6.0%) and e-cigarettes or vaping products (4.6%), compared to those in Priority Groups 4-6 (4.3% and 2.9%, respectively) and those in Priority Groups 7-8 (3.8% and 2.3%, respectively). These rates of use are generally consistent with findings from the 2020 survey.

Smokeless tobacco use and e-cigarette use appeared strongly correlated with age. Younger enrollees were more likely to engage in both behaviors, with the highest prevalence among enrollees younger than age 45 (9.7% for smokeless tobacco use and 10.0% for e-cigarette use). Further, the use of e-cigarettes and other vaping products among enrollees in the youngest age group increased by 1.3 points compared to 2020. Changes between 2020 and 2021 in rates of either smokeless tobacco products or e-cigarettes among enrollees over age 45 were minimal.

Little difference was found between higher- and lower-income groups in both smokeless tobacco use and e-cigarette use.

Table 6-5. Among enrollees, use of other tobacco products by priority group, age, and income

	Use of chewing tobacco, snuff, or snus		Total	Use of e-cigarettes or other vaping products		Total
	#	%		#	%	
Priority group						
P1-P3	287,639	6.0	4,814,204	222,046	4.6	4,814,204
P4-P6	87,199	4.3	2,045,424	58,463	2.9	2,045,424
P7-P8	69,452	3.8	1,820,897	42,525	2.3	1,820,897
Age group						
<45	181,861	9.7	1,879,578	187,173	10.0	1,879,578
45 to 64	147,890	5.7	2,592,681	93,897	3.6	2,592,681
65+	114,539	2.7	4,208,266	41,963	1.0	4,208,266
Income group						
<\$35,000	170,610	5.0	3,404,390	127,551	3.7	3,404,390
\$35,000+	266,336	5.3	4,988,279	183,532	3.7	4,988,279
Missing	7,343	2.6	287,856	11,951	4.2	287,856

Note: Denominator is enrollees in each subpopulation group. Weighted N = 8,680,525 enrollees. "Use" of the product includes both every-day use and some-day use.

Digital Access to VA Information and Resources

7

Since the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, the Federal government has made significant investments in the adoption of health information technology (HIT), with the aim of transforming health care delivery and promoting person-centered and self-managed health. Health providers and hospitals have followed suit by improving their existing electronic systems and services. For example, VA has been modernizing its electronic health record (EHR) system to provide Veterans with seamless care as they transition from military service to Veteran status and when they choose to use community care.⁵⁰

In support of the modernization effort, VA released an online feature that allows Veterans to access their medical images and associated study reports online. This feature, called the VA Medical Images and Reports, allows Veterans with a premium account to view, download, and share copies of their radiology studies, such as X-rays, mammograms, magnetic resonance imaging (MRI) scans, and computerized tomography (CT) scans from the VA EHR.⁵¹ The VA Medical Images and Reports feature is available through My HealthVet, an online personal health record portal for Veterans and active-duty service members, their health care providers, and dependents. Another effort to make medical records more accessible is through the Blue Button Initiative which enables Veterans to access their health records electronically and share with doctors, trusted family members, or caregivers.⁵²

As more providers adopt health information technologies and make health care available through remote means (e.g., email, phone consultations, mobile applications, video), understanding how Veterans access the Internet, the frequency of Internet use, and reasons for Internet use across Veteran subgroups becomes increasingly important. Barriers to electronic health platforms affect both providers and patients. Barriers to providers include cost pressures, time limitations, cultural differences, poor usability, and lack of steady and consistent access for patient users.⁵³ To help understand patient barriers to online usage, VA conducted a study of VA patient portal usage at a

⁵⁰ <https://www.healthit.gov/sites/default/files/page/2018-12/2018-HITECH-report-to-congress.pdf>

⁵¹ <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=4046>

⁵² <http://www.va.gov/b`luebutton>

⁵³ *Federal Health IT Strategic Plan 2015-2020*. Prepared by The Office of the National Coordinator for Health Information Technology (ONC), Office of the Secretary, United States Department of Health and Human Services. https://www.healthit.gov/sites/default/files/9-5-federalhealthitstratplanfinal_0.pdf

large VA health care facility. Results showed that short-term and long-term portal usage was associated with having broadband at home, high self-rated ability to use the Internet, and overall online behavior. Digital inclusion, or ready access to the Internet and digital skills, appears to be a social determinant in patient exposure to portal services.⁵⁴

As in previous years, the 2021 Survey of Enrollees included questions about enrollees' use of the Internet as well as enrollees' awareness and use of My HealthVet (MHV) to access VA information and resources.

7.1 Access to the Internet and Text Messaging

A recent study suggests that Internet use for health resource access is critical for Veterans and their caregivers, with those feeling most technologically comfortable benefiting most from online resources.⁵⁵ Similar to the 2020 survey results (81.3%), more than four in five enrollees (83.2%, not shown) in the 2021 survey reported using the Internet, at least occasionally. Table 7-1 shows the percentage of enrollee Internet users by enrollee socioeconomic and demographic groups. Internet usage was most prevalent among enrollees who were younger, had higher incomes, and were in Priority Groups 1-3. Nearly all enrollees under the age of 45 (98.6%) reported that they used the Internet, compared with 70.7 percent of enrollees 65 years of age or older. Additionally, Internet use for enrollees with an annual income of \$35,000 or more (91.4%) was 19 percentage points higher than the rate of Internet use among lower-income enrollees (72.3%).

⁵⁴ Woods, S.S., Forsberg, C.W., Schwartz, E.C., Nazi, K.M., Hibbard, J.H., Houston, T.K., & Gerrity, M. (2017). The Association of Patient Factors, Digital Access, and Online Behavior on Sustained Patient Portal Use: A Prospective Cohort of Enrolled Users. *Journal of Medical Internet Research*, 19(10), e345.

⁵⁵ Duan-Porter, W., Van Houtven, C.H., Mahanna, E.P., Chapman, J.G., Stechuchak, K.M., Coffman, C.J., & Hastings, S.N. (2018). Internet use and technology-related attitudes of Veterans and informal caregivers of Veterans. *Telemedicine and e-Health*, 24(7), doi: <https://doi.org/10.1089/tmj.2017.0015>.

Table 7-1. Enrollee use of the Internet, by age, priority group, and income

	Use the Internet, at least occasionally		Total
	#	%	
Age group			
<45	1,853,279	98.6	1,879,578
45 to 64	2,397,082	92.5	2,592,681
65+	2,973,161	70.7	4,208,266
Priority group			
P1-P3	4,287,965	89.1	4,814,204
P4-P6	1,458,202	71.3	2,045,424
P7-P8	1,477,356	81.1	1,820,897
Income group			
<\$35,000	2,462,821	72.3	3,404,390
\$35,000+	4,558,584	91.4	4,988,279
Missing	202,118	70.2	287,856

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525.

Acceptability of mobile phone text messaging as a means of asynchronous communication between health care systems and patients is growing. VA has adopted an automated texting system (aTS) for national rollout. The aTS allows providers to develop clinical texting protocols to promote patient self-management and allows clinical teams to monitor patient progress between in-person visits. An aTS hepatitis C virus (HCV) protocol has been developed and evaluated at VA HCV specialty clinics. Patients largely found the aTS easy to use and helpful. Patients who used the service reported lower distress about failing HCV treatment and better adherence to HCV medication.⁵⁶

The 2021 Survey of Enrollees asked about use of text messaging. Table 7-2 shows the rate of text message use by enrollee socioeconomic and demographic groups. More than three in four enrollees overall (78.7%, not shown) indicated that they sent or received text messages, a slight increase from the rate in 2020 (78.3%). Use of text messages varies with age, priority group, and income. Whereas almost all enrollees under the age of 45 reported that they used text messaging (96.9%), that proportion dropped to 92.8 percent among enrollees 45-64 years old and 61.8 percent

⁵⁶ Yakovchenko, V., Hogan, T.P., Houston, T.K., Richardson, L., Lipschitz, J., Petrakis, B.A., Gillespie, C., and McInnes, D.K. (2019). Automated Text Messaging With Patients in Department of Veterans Affairs Specialty Clinics: Cluster Randomized Trial. *Journal of Medical Internet Research*, 21(8), e14750.

among enrollees who were 65 years or older. Text messaging was most popular among enrollees under age 45, enrollees in Priority Groups 1-3, and enrollees with incomes of \$35,000 or more annually.

Table 7-2. Use of text messages, by priority group, age, and income

	Sends/Receives text messages		Total
	#	%	
Age group			
<45	1,821,294	96.9	1,879,578
45-64	2,406,145	92.8	2,592,681
65+	2,600,482	61.8	4,208,266
Priority group			
P1-P3	4,106,948	85.3	4,814,204
P4-P6	1,413,679	69.1	2,045,424
P7-P8	1,307,294	71.8	1,820,897
Income group			
<\$35,000	2,357,386	69.2	3,404,390
\$35,000+	4,292,353	86.0	4,988,279
Missing	178,182	61.9	287,856

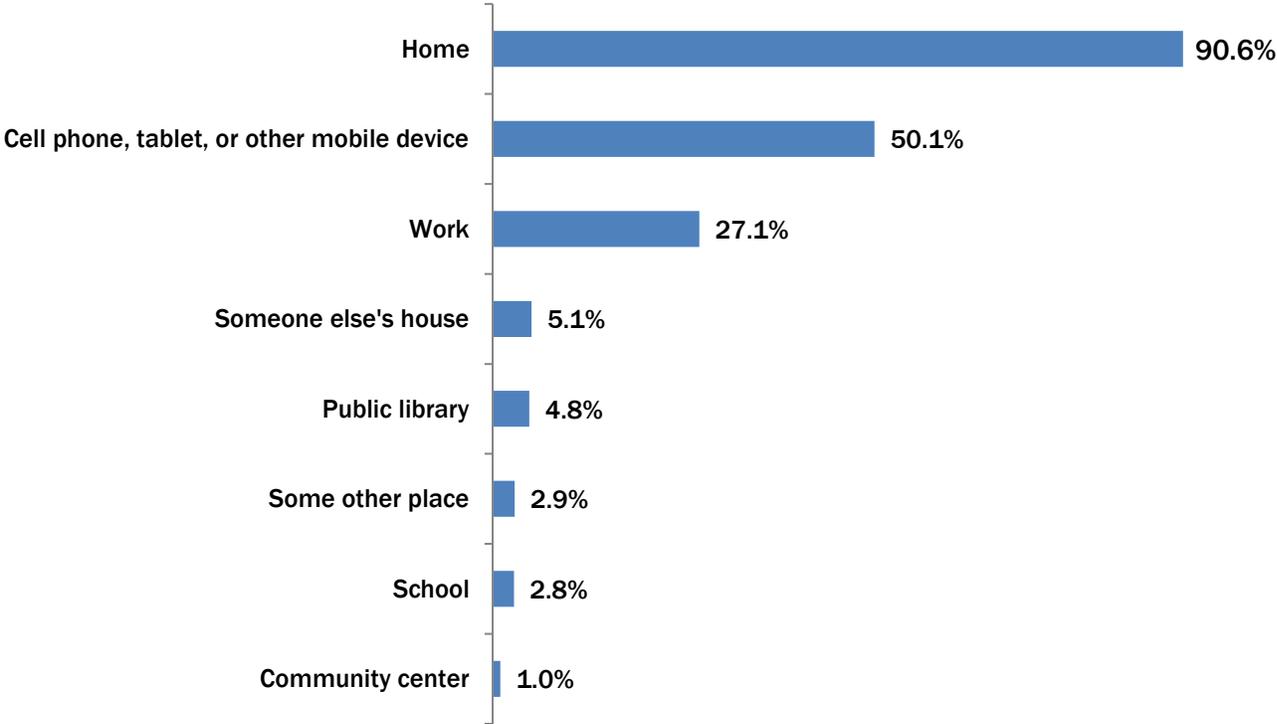
Note: Denominator is all enrollees in each demographic group. Weighted N = 8,680,525.

The remainder of this chapter describes responses to several questions related to Internet use among the 81.3 percent of all enrollees who indicated that they use the Internet at least occasionally. These enrollees are referred to as enrollee Internet users, Internet users, or enrollees who self-identify as Internet users.

7.1.1 Places where Enrollees Access the Internet

As shown in Figure 7-1, the most common place where enrollees accessed the Internet was at home (90.6%). Enrollees also reported accessing the Internet through mobile devices such as a cell phone or tablet (50.1%) and at work (27.1%). A much smaller share of enrollees reported accessing the Internet at someone else’s house (5.1%), a public library (4.8%), some other place (2.9%), a school (2.8%), or a community center (1.0%).

Figure 7-1. Among enrollee Internet users, the places where they access the Internet



Note: Denominator is enrollees who are Internet users. Weighted N = 7,223,523 enrollees.

Table 7-3 shows places where enrollee Internet users accessed the Internet by priority group, age, and income. Across priority group, age group, and income group, home was the most frequent place where enrollees accessed the Internet. However, there were notable differences across all three groups for other locations.

Enrollee Internet users who had an annual income of \$35,000 or more were more likely than those with lower incomes to access the Internet from home, through mobile devices, or at work, while lower-income enrollee Internet users were more likely than their higher-income counterparts to access the Internet from someone else’s house, at a public library, from some other place, at a school, or at a community center. The rate at which higher-income enrollee Internet users accessed the Internet at work was more than 23 percentage points higher than that of lower-income enrollee Internet users.

The youngest enrollee Internet users (younger than 45 years old) were more likely than older enrollee Internet users to access the Internet from all of the given locations except for public libraries. A slightly higher proportion of those ages 45-64 reported using public libraries (6.0%) to access the Internet, compared to 5.2 percent of those younger than age 45 and 3.6 percent of those age 65 or older. In particular, the youngest group of enrollee Internet users was more likely than older users to use the Internet from home (92.0%, compared to 88.7% of those ages 45-64 and 91.1% of those age 65 or older), on a mobile device (69.8%, compared to 55.8% of those ages 45-64 and 33.2% of those age 65 or older), at work (50.9%, compared to 36.3% of those ages 45-64 and 4.9% of those age 65 or older), at someone else's house (8.3%, compared to 5.4% of those ages 45-64 and 3.0% of those age 65 or older), at school (8.7%, compared to 1.5% of those ages 45-64 and 0.3% of those age 65 or older), and some other place (4.5%, compared to 3.2% of those ages 45-64 and 1.6% of those age 65 or older).

Compared with Priority Groups 4-6 and 7-8, enrollee Internet users in Priority Groups 1-3 were most likely to access the Internet from home (91.9%, compared to 86.9% of Priority Groups 4-6 and 90.3% of Priority Groups 7-8), through mobile devices (53.0%, compared to 45.8% of Priority Groups 4-6 and 45.9% of Priority Groups 7-8), from work (30.6%, compared to 17.6% of Priority Groups 4-6 and 26.2% of Priority Groups 7-8), and from school (3.5%, compared to 2.6% of Priority Groups 4-6 and 1.1% of Priority Groups 7-8).

Table 7-3. Places where enrollees access the Internet, by priority group, age, and income

	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
Home	3,939,789	1,266,523	1,334,696	1,705,935	2,125,218	2,709,854	2,123,369	4,246,157
% Internet users	91.9%	86.9%	90.3%	92.0%	88.7%	91.1%	86.2%	93.1%
Cell phone, tablet, other mobile device	2,272,492	668,459	678,137	1,293,533	1,337,329	988,226	1,084,004	2,452,704
% Internet users	53.0%	45.8%	45.9%	69.8%	55.8%	33.2%	44.0%	53.8%
Work	1,313,054	257,133	387,571	943,735	869,474	144,550	300,217	1,624,277
% Internet users	30.6%	17.6%	26.2%	50.9%	36.3%	4.9%	12.2%	35.6%
Someone else's house	230,088	86,739	54,590	154,501	128,611	88,306	147,684	212,037
% Internet users	5.4%	5.9%	3.7%	8.3%	5.4%	3.0%	6.0%	4.7%
Public library	173,625	111,363	64,051	96,553	144,360	108,127	176,143	166,475
% Internet users	4.0%	7.6%	4.3%	5.2%	6.0%	3.6%	7.2%	3.7%
Some other place	127,169	50,976	29,888	83,649	77,141	47,243	74,024	129,945
% Internet users	3.0%	3.5%	2.0%	4.5%	3.2%	1.6%	3.0%	2.9%
School	151,149	37,724	16,413	161,175	36,159	7,952	94,473	105,525
% Internet users	3.5%	2.6%	1.1%	8.7%	1.5%	0.3%	3.8%	2.3%
Community center	47,553	18,144	4,867	32,622	22,259	15,682	40,199	29,274
% Internet users	1.1%	1.2%	0.3%	1.8%	0.9%	0.5%	1.6%	0.6%

Note: Denominator is enrollees who are Internet users in each subpopulation group. Weighted N = 7,223,523 enrollees.

7.2 Readiness to Use Internet for VA Information and Activities

Telehealth is one of VA’s efforts to shift health care from a provider-centric delivery model to a patient-centric model, where Veterans’ personal health goals are taken into consideration and their health care needs are better met through more timely care, improved access, and higher quality.⁵⁷ Telehealth is a term used to describe various technologies such as Home Telehealth, Clinical Video Telehealth, and Store-and-Forward Telehealth (enabling sites in need of specialized consults to forward clinical data, images, and/or videos), all of which use “modern technology to provide clinical care and patient education when the patient and provider are in separate locations.”⁵⁸ Telehealth enables patients to receive medical exams from primary care providers, consult with specialists, participate in counseling, monitor chronic conditions, and share/receive diagnostic information, while circumventing barriers such as stigma, geographic distance, and travel costs. VHA telehealth services have seen a steady annual growth in the last several years,⁵⁹ and have been a critical resource for delivering clinical programs and services to meet the psychosocial and health needs of Veterans and their caregivers.^{60,61,62}

In the 2021 survey, enrollee Internet users were asked if they would be willing to perform a series of health-related tasks using a computer or mobile device. As indicated in Figure 7-2, more than eight in ten Internet-using enrollees said that they were “somewhat” or “very willing” to go online to obtain information on VA benefits (89.5%), look for health information on a VA website (87.3%), access their personal health record (85.2%), access laboratory or X-ray test results (84.3%), communicate with their health care provider over secure email (84.1%), fill out health forms (83.3%), and schedule medical appointments (82.2%). About four in five enrollees stated that they were “somewhat” or “very willing” to go online to refill a medication prescription (81.3%) and sign up for health-related text messages (79.6%). More than seven in ten Internet-using enrollees said they were “somewhat” or “very willing” to use the Internet to watch

⁵⁷ <http://www.mdedge.com/fedprac/article/101082/health-policy/madhulika-agarwal-telehealth-vha>

⁵⁸ <http://www.northflorida.va.gov/NORTHFLORIDA/services/telehealth.asp>

⁵⁹ Darkins, A. (2014). The growth of telehealth services in the Veterans Health Administration between 1994 and 2014: a study in the diffusion of innovation. *Telemedicine and e-Health*, 20 (9), 761-768.

⁶⁰ Yuen, E. K., Gros, D. F., Price, M., Zeigler, S., Tuerk, P. W., Foa, E. B., & Acierno, R. (2015). Randomized controlled trial of home-based telehealth versus in-person prolonged exposure for combat-related PTSD in Veterans: Preliminary results. *Journal of Clinical Psychology*, 71(6), 500-512.

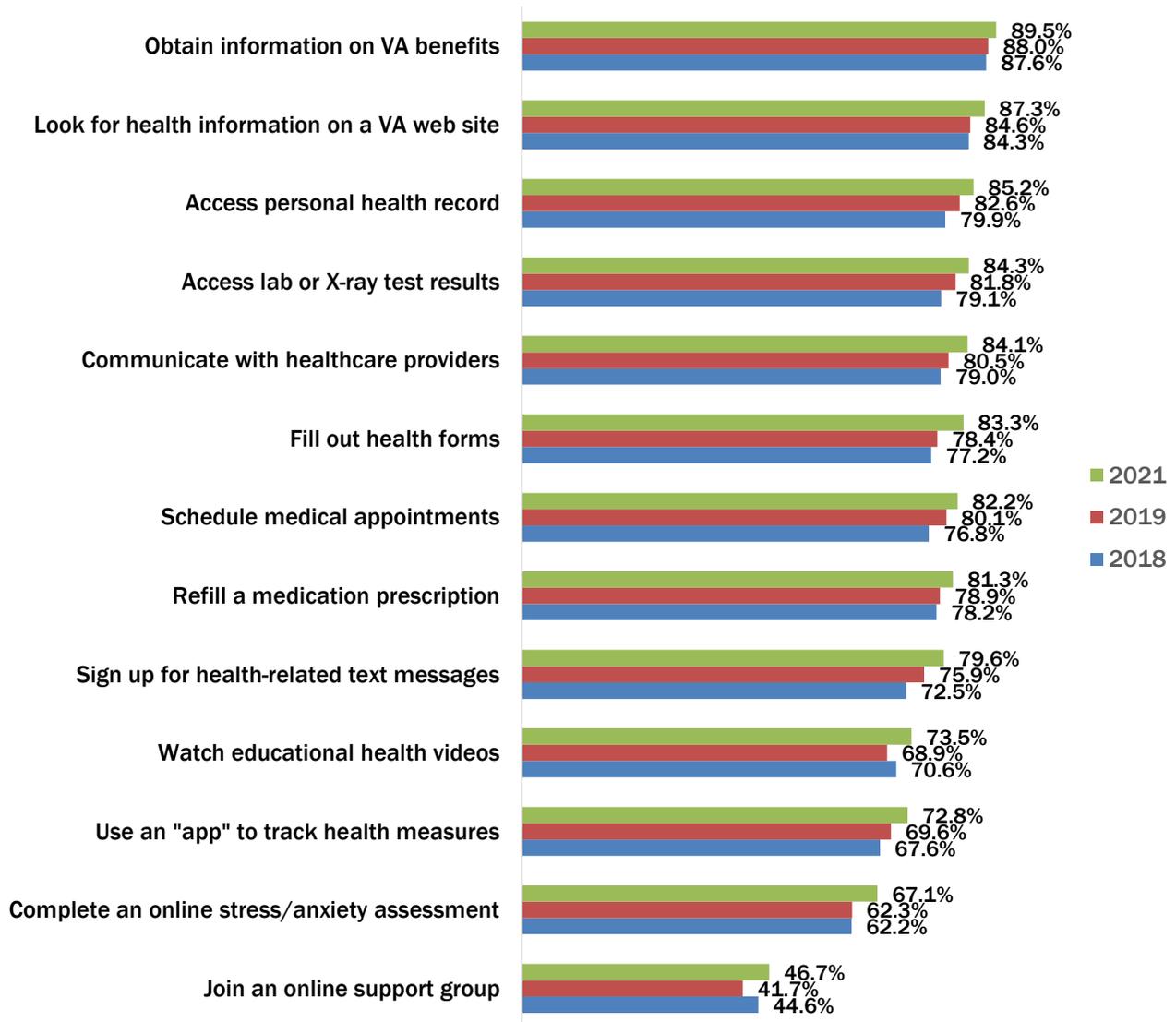
⁶¹ Hernandez, H., Scholten, J., & Moore, E. (2015). Home Clinical Video Telehealth Promotes Education and Communication with Caregivers of Veterans with TBI. *Telemedicine and e-Health*, 21(9), 761-766.

⁶² Dang, S., Gomez-Orozco, C. A., van Zuilen, M. H., & Levis, S. (2017). Providing Dementia Consultations to Veterans Using Clinical Video Telehealth: Results from a Clinical Demonstration Project. *Telemedicine and e-Health*.

educational health videos online (73.5%) and use an “app” to track health measures such as blood pressure or weight (72.8%). Around two in three enrollee Internet users were willing to complete an online health assessment to measure stress or anxiety (67.1%). Enrollees who access the Internet were comparatively less likely to say that they were “somewhat” or “very willing” to join an online support group to connect with people with similar health issues (46.7%).

Figure 7-2 also shows an increased willingness among enrollee Internet users to perform all the listed (tele) health-related tasks when compared to 2018 and 2019, when this question was last asked. While some of the increased willingness may be part of a natural projection, the increase also is likely due to increased acceptance of (tele) health-related tasks as they became more prevalent during the current COVID-19 pandemic.

Figure 7-2. Among enrollee Internet users, willingness to perform (tele) health-related tasks



Note: Denominator is enrollees who are Internet users. Weighted N = 7,223,523 enrollees.

Telehealth has the potential to improve access to services and help reduce the inequalities in health care use, and ultimately outcomes, attributable to socioeconomic, geographic, and demographic differences among VA enrollees. However, for these benefits to be realized, it is important for these technologies to reach subgroups of Veterans who are disproportionately less willing or able to adopt these new practices by providing the information and support they need to overcome any barriers to access and use.

As shown in Table 7-4, willingness of enrollee Internet users to perform telehealth services, telemedicine, or perform health-related tasks using the Internet varied across priority group, age, and income. Priority Groups 1-3 enrollee Internet users had the highest willingness rates for all of the (tele) health-related tasks in the survey question, while Priority Groups 7-8 had the lowest willingness rates for all tasks.

Younger enrollee Internet users were most willing to conduct (tele) health-related tasks on the Internet. With the exception of joining online support groups, more than 79 percent of enrollee Internet users under age 45 were willing to conduct health-related tasks on the Internet (59.1% were “somewhat” or “very willing” to join an online support group). Correspondingly, enrollee Internet users age 65 or older were least willing to use the Internet to perform these health-related tasks.

The majority of enrollee Internet users in both income groups were willing to perform most of the (tele) health-related tasks on the Internet. The level of willingness is higher among the higher-income enrollee Internet users than among their lower-income counterparts across all the (tele) health-related tasks.

Table 7-4. Percentage of enrollees willing to perform (tele) health-related tasks by priority group, age, and income

	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
Obtain information on VA benefits	3,940,437	1,271,311	1,256,079	1,754,292	2,230,847	2,482,687	2,123,806	4,190,851
% Internet users	91.9%	87.2%	85.0%	94.7%	93.1%	83.5%	86.2%	91.9%
Look for health information on VA website	3,850,101	1,235,852	1,218,983	1,732,551	2,186,958	2,385,427	2,057,189	4,093,972
% Internet users	89.8%	84.8%	82.5%	93.5%	91.2%	80.2%	83.5%	89.8%
Access personal health record	3,785,432	1,190,850	1,175,889	1,740,939	2,143,702	2,267,529	1,987,515	4,021,988
% Internet users	88.3%	81.7%	79.6%	93.9%	89.4%	76.3%	80.7%	88.2%
Access lab or X-ray test results	3,758,326	1,168,975	1,160,799	1,735,995	2,126,136	2,225,968	1,965,651	3,980,050
% Internet users	87.6%	80.2%	78.6%	93.7%	88.7%	74.9%	79.8%	87.3%
Communicate with providers	3,737,731	1,177,353	1,158,238	1,726,533	2,123,842	2,222,948	1,961,962	3,972,823
% Internet users	87.2%	80.7%	78.4%	93.2%	88.6%	74.8%	79.7%	87.2%
Fill out health forms	3,686,615	1,168,607	1,158,457	1,698,084	2,097,381	2,218,214	1,933,377	3,948,791
% Internet users	86.0%	80.1%	78.4%	91.6%	87.5%	74.6%	78.5%	86.6%
Schedule medical appointments	3,673,259	1,147,873	1,119,922	1,726,267	2,085,925	2,128,863	1,923,966	3,881,438
% Internet users	85.7%	78.7%	75.8%	93.1%	87.0%	71.6%	78.1%	85.1%
Refill medication prescription	3,647,698	1,129,080	1,099,188	1,689,048	2,068,925	2,117,993	1,928,169	3,811,485
% Internet users	85.1%	77.4%	74.4%	91.1%	86.3%	71.2%	78.3%	83.6%

Table 7-4. Percentage of enrollees willing to perform (tele) health-related tasks by priority group, age, and income (continued)

	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
Receive health-related text messages on mobile device	3,574,016	1,102,550	1,073,002	1,652,193	2,059,812	2,037,563	1,871,570	3,747,177
% Internet users	83.3%	75.6%	72.6%	89.1%	85.9%	68.5%	76.0%	82.2%
Watch educational health videos	3,253,064	1,036,280	1,020,798	1,472,517	1,907,347	1,930,278	1,714,010	3,480,819
% Internet users	75.9%	71.1%	69.1%	79.5%	79.6%	64.9%	69.6%	76.4%
Use app to track health measures	3,283,616	988,071	983,710	1,576,802	1,885,853	1,792,743	1,663,340	3,483,280
% Internet users	76.6%	67.8%	66.6%	85.1%	78.7%	60.3%	67.5%	76.4%
Complete online health assessment to measure stress/anxiety	3,048,028	910,943	884,880	1,561,055	1,771,768	1,511,027	1,565,497	3,185,109
% Internet users	71.1%	62.5%	59.9%	84.2%	73.9%	50.8%	63.6%	69.9%
Join online support group	2,121,820	641,670	610,555	1,095,082	1,266,726	1,012,237	1,115,780	2,196,459
% Internet users	49.5%	44.0%	41.3%	59.1%	52.8%	34.0%	45.3%	48.2%

Note: Denominator is enrollees who are Internet users in each demographic group. Weighted N = 7,223,523 enrollee Internet users.

7.3 Use of the My HealthVet Website

My HealthVet (MHV) is an online personal health record portal for Veterans and active-duty service members as well as their health care providers and dependents. The objective of MHV is to provide patients with easy access to accurate health information and the tools that are needed to make informed decisions. MHV provides an online platform where enrollees can record, access, and share important health information and communicate with their health care provider. Health-related information includes family health history, health care providers, health insurance, immunizations, lab reports and tests, medical events, medications, military health history, health goals, and current medical or health conditions.⁶³ MHV also provides access to the Veterans Health Library (VHL), an online, accessible, and bilingual (English and Spanish) repository of up-to-date information about pertinent health concerns.

Since its initial pilot (2000-2010), the My HealthVet program has demonstrated the value of providing patients with easier access to information contained in their VA health records. A pilot program was launched in December 2015 to allow patients with diabetes the ability to track their blood sugar levels and to update their health care providers on glucose levels through a Secure Messaging feature.⁶⁴ Patients are encouraged to import laboratory test results from the VA electronic health record (EHR) system into a personal health record (PHR) system, which enables patients to manage their own health information.

While VA manages the overall MHV system, the content of the PHR is the property of the Veteran.⁶⁵ Among the Veterans who participated in the initial pilot program, the overall level of satisfaction was high. Eighty-four percent agreed the information and services provided were helpful, the majority indicated that the pilot program helped to improve their care, and 90 percent said they would recommend it to another Veteran. The pilot portal's ability to import data from the VA EHR system ranked especially high on the list of features.⁶⁶ This feature is currently available for "premium" account holders of MHV. The premium account gives users the highest

⁶³ <http://catalog.data.gov/dataset/my-healthvet-mhv>

⁶⁴ https://www.myhealth.va.gov/mhv-portal-web/home/-/asset_publisher/Gqwa0adFgkmo/content/improving-diabetes-management-while-increasing-acce-1?inheritRedirect=true

⁶⁵ Nazi, K. M., Hogan, T. P., Wagner, T. H., McInnes, D. K., Smith, B. M., Haggstrom, D., & Weaver, F. M. (2010). Embracing a health services research perspective on personal health records: Lessons learned from the VA My HealthVet system. *Journal of General Internal Medicine*, 25 (Suppl. 1), 62-67.

⁶⁶ Nazi, K. M., Hogan, T. P., McInnes, D. K., Woods, S. S., & Graham, G. (2013). Evaluating patient access to electronic health records: Results from a survey of Veterans. *Medical Care*, 51(3, Suppl. 1), S52-S56. doi: 10.1097/MLR.0b013e31827808db.

level of access and full use of MHV features, and requires account holders to have their identification verified in order to link their MHV account with their VA/DoD records.⁶⁷ Only Veterans and VA patients can hold advanced and premium level accounts. However, anyone who registers on MHV can have a basic account, which has limited access to MHV features, with functionalities for the account holder to enter and view their self-reported health information.

The 2021 Survey of Enrollees asked questions about awareness and use of the MHV website. In 2021, about two-thirds of enrollee Internet users (64.6%) indicated that they were aware of the MHV (not shown), which is a slight decrease from 2020 (66.0%). Of those Veterans who were aware of MHV, 65.0 percent (not shown) said that they had used the website, an increase of 5.2 percentage points over 2020 (59.8%). Compared to 2020, the 2021 MHV utilization rate increased across all age, priority, and income groups, with increases ranging from 1.2 percentage points to 7.4 percentage points (not shown).

Table 7-5 shows that younger enrollee Internet users were more likely to be aware of MHV compared to older enrollees. Specifically, 77.4 percent of enrollee Internet users younger than age 45 were aware of the MHV website, compared to 66.6 percent of enrollee Internet users ages 45-64 and 55.1 percent of those age 65 or older. The rate of MHV utilization showed a similar pattern across age groups. The proportion of enrollee Internet users who were aware of the MHV website and used the website was 71.4 percent among enrollees younger than age 45, compared to 66.5 percent and 57.8 percent among those ages 45-64 and those age 65 or older, respectively.

As shown in Table 7-5, enrollee Internet users in higher priority groups were more likely to be aware of and use MHV. The majority of enrollee Internet users in Priority Groups 1-3 reported being aware of MHV (72.1%), and of those who were aware, nearly 70 percent (69.7%) said that they had used MHV. In contrast, 48.0 percent of Priority Groups 7-8 enrollee Internet users said they were aware of MHV, and 54.5 percent of those who were aware of MHV reported using the site.

Slight differences in awareness of MHV were found across income levels. A greater percentage of lower-income enrollee Internet users were aware of MHV (67.7%) than higher-income enrollee Internet users (63.1%). However, the proportion of enrollee Internet users who were aware of the

⁶⁷ <https://www.myhealth.va.gov/web/myhealthvet/my-healthvet-offers-three-account-types>

MHV website and used the website was more than six percentage points higher among higher-income enrollees (67.4%) than that among lower-income enrollees (60.8%).

Table 7-5. Among enrollee Internet users, the percentage who are aware of and use the My HealtheVet website, by age, priority group, and income

	Aware of MHV ¹		Total	Among aware, used MHV ²		Total
	#	%		#	%	
Age group						
<45	1,433,567	77.4	1,853,279	1,023,760	71.4	1,433,567
45 to 64	1,596,327	66.6	2,397,082	1,061,265	66.5	1,596,327
65+	1,636,949	55.1	2,973,161	946,284	57.8	1,636,949
Priority group						
P1-P3	3,091,104	72.1	4,287,965	2,155,552	69.7	3,091,104
P4-P6	866,981	59.5	1,458,202	489,606	56.5	866,981
P7-P8	708,759	48.0	1,477,356	386,150	54.5	708,759
Income group						
<\$35,000	1,666,921	67.7	2,462,821	1,013,927	60.8	1,666,921
\$35,000+	2,876,337	63.1	4,558,584	1,938,504	67.4	2,876,337
Missing	123,585	61.1	202,118	78,878	63.8	123,585

¹ Denominator is enrollees who use the Internet. Weighted N = 7,223,523 enrollees.

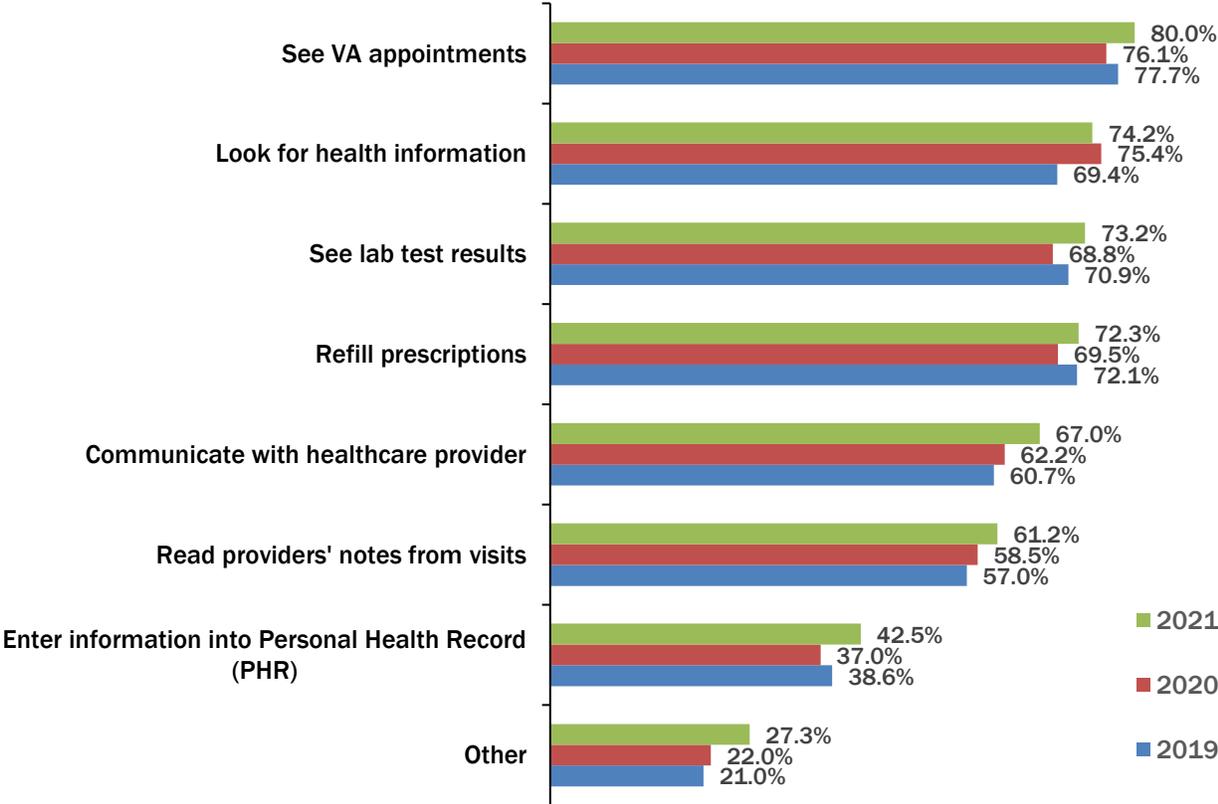
² Denominator is enrollees who use the Internet and who were aware of the My HealtheVet web site. Weighted N = 4,666,843 enrollees.

Figure 7-3 provides survey findings on the reported reasons for using the MHV website among MHV users, along with a comparison of reported reasons from the past three years. In 2021, the five most frequently cited reasons were:

- see VA appointments (80.0%);
- look for health information (74.2%);
- see lab results (73.2%);
- refill prescriptions (72.3%); and
- communicate with health care provider through secure email (67.0%).

The MHV users also used MHV to read doctors’ or nurses’ notes from visits to a VA clinic or hospital (61.2%) and enter information into the Personal Health Record (PHR) system (42.5%). The largest shift in reasons for using MHV from 2020 to 2021 occurred with entering information into Personal Health Record (PHR). In 2020, 37.0 percent of the MHV users used MHV to enter information into Personal Health Record (PHR), while in 2021, 42.5 percent of the MHV users used MHV for this purpose. Compared to 2019, the greatest increase (6.3 percent) occurred in using MHV to communicate with health care provider through secure email (60.7 percent in 2019 and 67.0 percent in 2021) and for some other reason (21.0 percent in 2019 and 27.3 percent in 2021).

Figure 7-3. Among MHV users, the reported reasons for using the My HealthVet website



Note: Denominators are enrollees who are Internet users and who indicated they were both aware of and users of My HealthVet. Weighted N = 3,031,309 enrollees.

Table 7-6 displays the reasons for using the MHV by priority group, age, and income. The reasons for using MHV varied across priority groups with the greatest difference being in the use of MHV to communicate with health care provider using secure email, with the highest percentage among

enrollees in Priority Groups 1-3 (69.8%), compared to 61.1 percent in Priority Groups 4-6 and 59.0 percent in Priority Groups 7-8. With regard to age groups, the greatest difference was in the use of MHV to enter information into PHR (aside from “Other reason”). Among age groups, the highest percentage of users were enrollees younger than age 45 (51.1%), compared to 41.9 percent for ages 45-64 and 34.0 percent for age 65 or older. Enrollees younger than 65 years old were more likely than enrollees age 65 or older to use MHV for purposes other than refilling prescriptions. The largest difference by income was in the use of MHV to read doctors’ or nurses’ notes from visits to a VA clinic or hospital, with 55.7 percent of lower-income MHV users citing this reason, compared to 64.4 percent of higher-income users.

Table 7-6. Percentage of enrollees reporting on reasons for using My HealtheVet website (MHV)

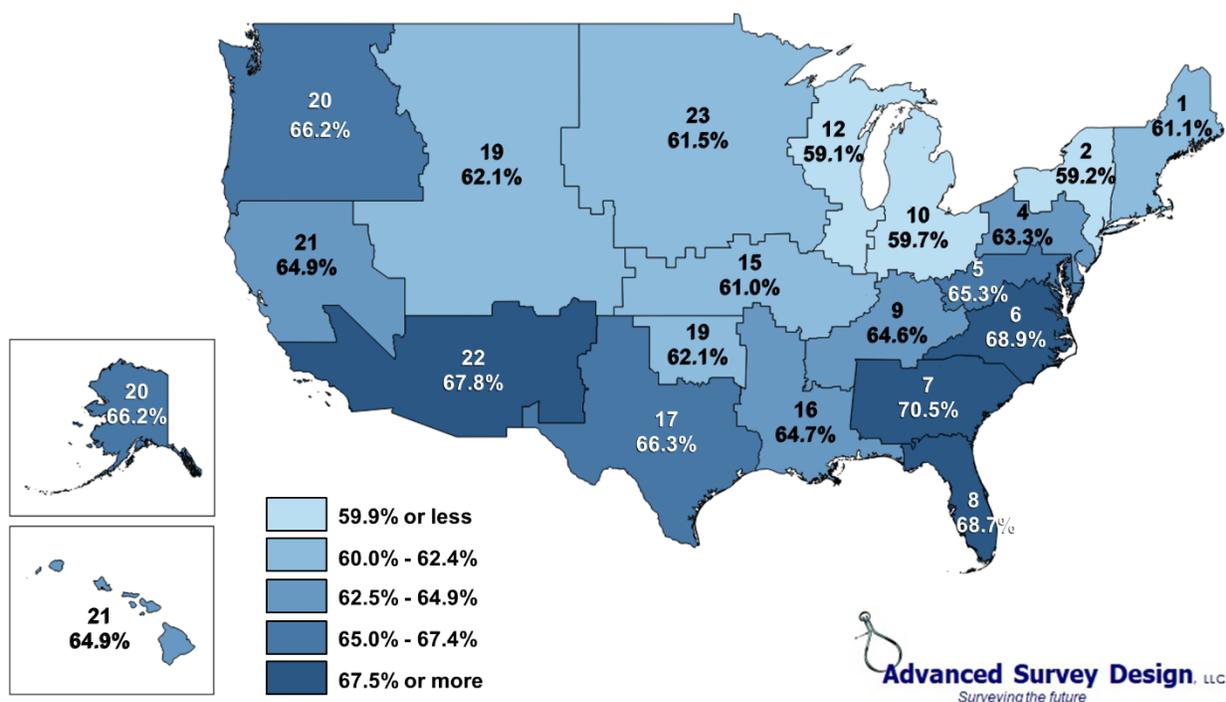
	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
See VA appointments	1,749,336	383,228	293,705	852,752	836,119	737,398	794,445	1,570,558
% MHV users	81.2%	78.3%	76.1%	83.3%	78.8%	77.9%	78.4%	81.0%
Look for health information	1,623,812	354,984	270,047	811,976	789,929	646,938	735,227	1,459,154
% MHV users	75.3%	72.5%	69.9%	79.3%	74.4%	68.4%	72.5%	75.3%
See lab test results	1,612,097	335,894	272,027	798,807	769,486	651,725	701,016	1,468,840
% MHV users	74.8%	68.6%	70.4%	78.0%	72.5%	68.9%	69.1%	75.8%
Refill prescriptions	1,585,129	353,473	253,430	738,469	770,624	682,938	756,423	1,382,751
% MHV users	73.5%	72.2%	65.6%	72.1%	72.6%	72.2%	74.6%	71.3%
Communicate with health care provider	1,504,093	299,226	227,807	711,153	720,446	599,526	648,554	1,331,535
% MHV users	69.8%	61.1%	59.0%	69.5%	67.9%	63.4%	64.0%	68.7%
Read providers' notes	1,356,197	267,755	229,734	691,549	641,893	520,244	564,421	1,248,704
% MHV users	62.9%	54.7%	59.5%	67.5%	60.5%	55.0%	55.7%	64.4%
Enter information into PHR	928,901	198,432	162,139	522,976	444,606	321,889	415,072	842,635
% MHV users	43.1%	40.5%	42.0%	51.1%	41.9%	34.0%	40.9%	43.5%
Other reason	622,914	124,883	78,337	357,558	302,821	165,755	272,641	536,139
% MHV users	28.9%	25.5%	20.3%	34.9%	28.5%	17.5%	26.9%	27.7%

Note: Includes only enrollees who are Internet users and who indicated they were both aware of and users of My HealtheVet. Weighted N = 3,031,309 enrollees.

7.3.1 Use of the My HealthVet Website, by VISN

Figure 7-4 shows the percentage of enrollees who use the MHV website among those who reported both using the Internet and being aware of the MHV website. The lowest percentage of enrollees using the MHV website in any VISN was 59.1 percent (VISN 12), and the highest was 70.5 percent (VISN 7). The top five highest VISNs were VISN 7 (70.5%), VISN 6 (68.9%), VISN 8 (68.7%), VISN 22 (67.8%), and VISN 17 (66.3%). The lowest five VISNs were VISN 12 (59.1%), VISN 2 (59.2%), VISN 10 (59.7%), VISN 15 (61.0%), and VISN 1 (61.1%).

Figure 7-4. Percentage of enrollees who use the My HealthVet website by VISN



Enrollees' Views of VA Health Care **8**

In 2014, Congress enacted the Veterans Access, Choice, and Accountability Act (Choice Act), which provided \$15 billion in new funding for Department of Veterans Affairs health care.⁶⁸ In general, this law requires VA to offer Veterans the option to receive hospital care and medical services from a non-VA provider when a VA facility cannot provide an appointment within 30 days, or when Veterans reside more than 40 miles from the nearest VA facility.⁶⁹

In 2018, Congress passed the Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act to provide Veterans with better access, faster service, and greater choice in their health care options, whether received from VA medical facilities or from community providers.⁷⁰ The MISSION Act consolidated several previous health care programs into a streamlined Veterans Community Care Program in June 2019. An important feature of this new program is that eligible Veterans have more options to receive health care services from providers in their local communities, which are still paid for by VA, although they usually still have the option of choosing to receive care at a VA medical facility.⁷¹ Veterans must receive approval from the VA before obtaining community care from non-VA

Among enrollees who used any VA health care services – whether at a VA or non-VA facility – a large majority reported positive experiences and high satisfaction with the services they received.

Enrollees who received health care at a non-VA facility reported a slightly more positive experience on measures related to scheduling.

Veterans younger than age 65 tended to be more satisfied and report better experiences at non-VA facilities than VA facilities.

Veterans age 65 years or older and those in the lowest priority groups (7-8) were generally more satisfied and reported better experiences at VA facilities than non-VA facilities.

Nearly one-third (31.1%) of enrollees said that they currently used VA services to meet all of their health care needs, and 44.6 percent said that they planned to use VA Health Care as their primary source of health care.

⁶⁸ http://www.gao.gov/highrisk/managing_risks_improving_va_health_care/why_did_study

⁶⁹ https://www.va.gov/opa/choiceact/for_Veterans.asp

⁷⁰ Office of Public and Intergovernmental Affairs (6 June 2019). VA launches new health care options under MISSION Act. Retrieved from <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5264>

⁷¹ U.S. Department of Veterans Affairs. (n.d.). Community Care: Veterans Overview. Retrieved from <https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp#types>

providers, and they must meet at least one of six eligibility criteria to receive community care.⁷²

Given the expanding number of health care options and community providers serving Veterans as a result of the MISSION Act, it is important to assess enrollees' perceptions of their experiences at both VA and non-VA facilities, their satisfaction with the quality of health care services received, and how measures of experience and satisfaction vary among different groups of Veterans. This information will help VA plan and coordinate care for enrollees with a wide range of health care needs. As noted in the *New York Times*, a major challenge for the VA has been “to keep up with patient loads as service members returning from Iraq and Afghanistan – many with complex injuries and post-traumatic stress – hit the system at the same time that aging and increasingly ill older Veterans made more use of it.”⁷³

To help assess enrollees' views of VA Health Care, the 2021 Survey of Enrollees included a series of questions asking enrollees about their general experience and satisfaction with VA health care services used on or after January 1, 2020. Similar to the 2020 survey, the 2021 survey included experience and satisfaction questions with regard to health care paid for by VA, but received from a provider other than VA. The 2021 survey also asked enrollees reasons for not using health care services provided through VA. The 2021 survey asked enrollees to identify specific barriers to accessing health care. Additionally, the 2021 survey asked enrollees about their current and planned future use of VA Health Care. The survey concluded with a question about enrollees' level of trust in the VA to fulfill the country's commitment to Veterans.

8.1 Experience Using VA and Non-VA Facilities

A total of 60.8 percent of enrollees reported using VA health care services at a VA facility on or after January 1, 2020, a 3.5 percentage point decrease from 2020 (64.3%). Research indicates that the number of in-person visits decreased while telephone and video visits at VA outpatient facilities increased during the initial 10 months of the COVID-19 pandemic.⁷⁴ More than one in five enrollees (22.9%) reported using VA-paid health care at a non-VA facility during the same period, which is approximately the same amount that reported this use in 2020 (23.1%).

⁷² VAntage Point Contributor (9 Apr. 2019.). New eligibility criteria a major improvement over existing rules - VAntage Point. VAntage Point. Retrieved from <https://www.blogs.va.gov/VAntage/58621/new-eligibility-criteria-a-major-improvement-over-existing-rules/>

⁷³ Steinhauer, Jennifer. (30 Jan. 2019.). Veterans Will Have More Access to Private Health Care Under New V.A. Rules. *Nytimes.com*. Retrieved from <https://www.nytimes.com/2019/01/30/us/politics/veterans-health-care.html>

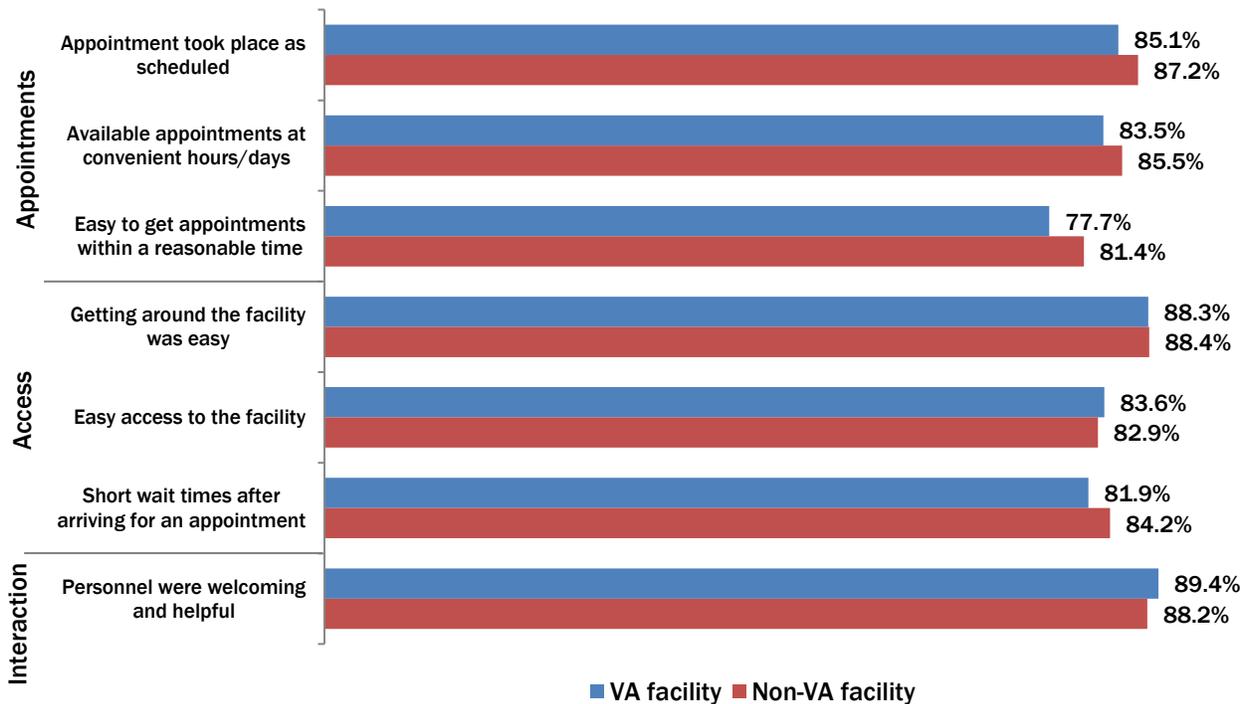
⁷⁴ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7429994>

To assess enrollees' experience at VA and non-VA facilities, the 2021 survey asked seven questions about their perceptions of availability and accessibility of health care at these facilities and enrollees' interactions with the health care providers. The questions ranged from scheduling the appointment to their experience on the actual day of the visit. The questions were worded in such a way that an experience would be considered favorable if an enrollee responded that he or she had this experience "most of the time" or "always/nearly always."

As shown in Figure 8-1, statements were categorized into three domains. The first domain included three statements concerning enrollees' experience scheduling appointments, the second included three statements concerning access, and the third included one statement about interactions with provider personnel. Figure 8-1 shows that among enrollees who used any VA health care services – whether at a VA or non-VA facility – a large majority responded favorably about their experiences with scheduling appointments, access, and interactions with provider personnel. Compared to those who received health care at a VA facility, enrollees who received VA-paid health care at a non-VA facility reported a slightly more positive experience on all measures related to appointments and wait times after arriving for an appointment (except for easy access to the facility and personnel were welcoming and helpful).

The biggest differences in enrollees' experiences at VA and non-VA facilities concerned perceptions about the ability to get appointments within a reasonable time, wait times after arriving for an appointment, appointments taking place as scheduled, and the availability of appointments at convenient hours and days. The proportions of enrollees who responded favorably about these aspects of their care were 3.7, 2.3, 2.1, and 2.0 percentage points higher, respectively, for non-VA facilities than for VA facilities.

Figure 8-1. Among VA health care users, the percentage of enrollees who responded favorably¹ about their VA health care experiences at a VA facility² or a VA-paid non-VA facility³ with appointments, access, and interactions with provider personnel



¹ Favorable responses are a combination of enrollees who answered “Always or nearly always” and “Most of the time.”
² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.
³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

8.1.1 Experience by Priority Group, Age, and Income

Table 8-1 presents important differences among enrollees regarding their experience scheduling appointments at VA and non-VA facilities by socioeconomic and demographic group. As shown in Table 8-1, perceptions about scheduling appointments at VA facilities were most positive for older enrollees (age 65 or older) and those in Priority Groups 4-6 and 7-8. Similarly, older enrollees (age 65 or older) and those in Priority Groups 4-6 and 7-8 were more positive about getting appointments easily within a reasonable time at non-VA facilities. Enrollees with lower incomes reported more favorable experiences about getting appointments easily within a reasonable time and the availability of appointments at convenient hours and days at VA-facilities than did higher-income enrollees. There was little difference between income groups on these measures at non-VA facilities.

The greatest disparities in perceptions about scheduling appointments at VA and non-VA facilities can be seen across age groups. The proportion of enrollees younger than age 45 who responded favorably to getting appointments easily within a reasonable time was 12.0 percentage points higher for non-VA facilities than for VA facilities. Similarly, the proportion of enrollees in this age group who responded favorably about appointments being at convenient hours and days was 8.8 percentage points higher for non-VA facilities than for VA facilities.

Similar disparities are evident for Priority Groups 1-3, though the differences are not as dramatic. The proportion of enrollees in Priority Groups 1-3 who responded favorably to getting appointments easily within a reasonable time was 6.4 percentage points higher for non-VA facilities than for VA facilities. The proportion who responded favorably that appointments were available at convenient hours and days was 4.6 percentage points higher for non-VA facilities than for VA facilities.

Table 8-1. Among VA health care users at a VA or non-VA facility, the percentage of enrollees who responded favorably¹ about their experience scheduling appointments, by priority group, age, and income

	Easy to get appointments within a reasonable time (%)		Available appointments at convenient hours/days (%)		Appointments took place as scheduled (%)		Total	
	VA Facilities ²	Non-VA Facilities ³	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group								
P1-P3	74.4	80.8	81.1	85.7	84.2	87.9	3,156,523	1,305,339
P4-P6	82.8	83.0	87.0	85.0	86.2	85.9	1,254,323	444,954
P7-P8	82.6	82.0	87.3	85.6	86.7	86.1	867,165	237,569
Age group								
<45	66.2	78.2	74.8	83.6	85.1	88.1	1,118,267	435,925
45-64	76.8	81.2	82.7	86.4	83.5	87.9	1,535,854	617,096
65+	83.2	83.0	87.7	85.8	86.0	86.4	2,623,890	934,841
Income group								
<\$35,000	80.4	82.3	85.3	85.6	85.3	86.8	2,266,972	878,767
\$35,000+	76.1	81.3	82.4	86.3	85.1	88.3	2,826,333	1,041,362
Missing	68.8	71.8	77.5	71.9	81.4	77.0	184,706	67,733

¹ Favorable responses represent a combination of enrollees who answered “Always or nearly always” and “Most of the time.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

Table 8-2 shows the perceptions of accessibility and interactions with provider personnel among VA health care users at VA and non-VA facilities by socioeconomic and demographic group. Enrollees younger than age 45 responded less favorably about VA facilities regarding experiences with easy access to the VA facility, wait times after arriving for an appointment, getting around the facility, and interactions with provider personnel, compared to their counterparts. Enrollees age 65 or older responded less favorably about non-VA facilities regarding the experience with getting around the facility compared to their counterparts. Enrollees in Priority Groups 1-3 and 4-6 responded less favorably about VA facilities regarding accessibility and interaction with provider personnel compared to those in Priority Groups 7-8. Enrollees in Priority Groups 1-3 responded more favorably about non-VA facilities regarding experiences with easy access to the VA facility, getting around the facility, and interactions with provider personnel, as compared to those in Priority Groups 4-6. Enrollees with lower incomes were less likely than their higher-income counterparts to report positively about easy access to the facility and getting around the facility. This was true regardless of whether services were received at VA or non-VA facilities.

The greatest disparity in perceptions about accessibility of facilities and experiences with provider personnel can be seen across age groups. The youngest group of enrollees (younger than age 45) were most likely to report that their experiences were consistently (mostly or always) positive with wait times after arriving for an appointment and getting around the facility at non-VA, rather than VA, facilities (8.4 and 3.7 percentage-point differences, respectively). Enrollees age 65 or older were most likely to report that their interactions with provider personnel were consistently (mostly or always) positive at VA, rather than non-VA, facilities.

Similar disparities in perceptions about accessibility of facilities and experiences with provider personnel can be seen across priority groups. Enrollees in Priority Groups 1-3 were more likely to report that their experiences were consistently (mostly or always) positive with wait times after arriving for an appointment at non-VA facilities than for VA facilities. Enrollees in Priority Groups 7-8 were more likely to report that their experiences were consistently (mostly or always) positive with interactions with provider personnel at VA, easy access to the VA facility, and getting around the facility at VA facilities, rather than non-VA, facilities. Enrollees with an annual income of \$35,000 or more were more likely to report positively about wait times after arriving for an appointment at non-VA facilities than VA facilities.

Table 8-2. Among VA health care users at a VA facility or non-VA facility, the percentage of enrollees who responded favorably¹ about access to the facility and interaction with provider personnel, by priority group, age, and income

	Easy access to the VA or VA-approved facility (%)		Short wait times after arriving for an appointment (%)		Getting around the facility was easy (%)		Personnel were welcoming and helpful (%)		Total	
	VA Facilities ²	Non-VA Facilities ³	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	83.0	83.3	79.8	84.6	87.6	89.3	88.4	88.9	3,156,523	1,305,339
P4-P6	82.8	81.5	84.3	82.3	89.0	86.2	90.2	86.3	1,254,323	444,954
P7-P8	86.9	83.0	85.7	85.0	90.1	87.1	92.0	87.8	867,165	237,569
Age group										
<45	79.9	81.4	74.7	83.1	85.5	89.2	86.1	87.2	1,118,267	435,925
45-64	85.1	84.5	81.0	85.4	89.1	90.3	88.5	88.7	1,535,854	617,096
65+	84.2	82.5	85.4	83.8	89.1	86.7	91.3	88.3	2,623,890	934,841
Income group										
<\$35,000	81.3	81.2	82.4	83.1	87.9	87.0	89.9	87.6	2,266,972	878,767
\$35,000+	85.8	84.6	82.1	85.2	89.0	90.1	89.4	89.0	2,826,333	1,041,362
Missing	77.8	76.7	70.9	82.6	82.5	80.8	83.1	83.4	184,706	67,733

¹ Favorable responses represent a combination of enrollees who answered “Always or nearly always” and “Most of the time.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

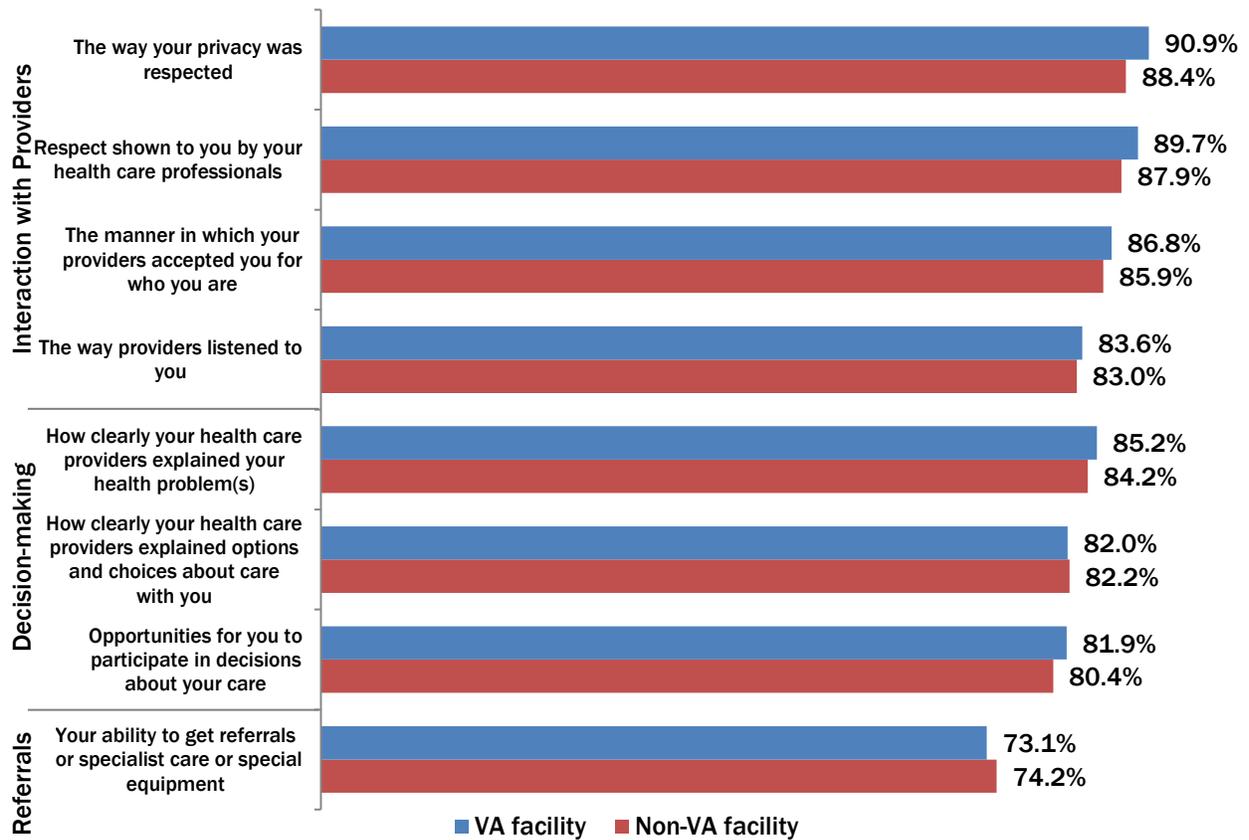
8.2 Satisfaction with VA and Non-VA Health Care

Similar to the format for the statements about enrollees' experience when using VA services, the 2021 Survey of Enrollees included a set of statements that assessed enrollees' general level of satisfaction with the health care they received at VA and non-VA facilities. As displayed in Figure 8-2, statements were categorized into three domains and ranked from highest to lowest levels of satisfaction within each domain. The first domain included four statements that asked about the interactions between providers and enrollees during their visits, the second included three statements that asked about clarity of explanations and participation in decision-making, and the third included one question about the ability to get referrals for specialist care or special equipment. In the subsequent sections, satisfaction refers to response choices of "satisfied" or "very satisfied."

As shown in Figure 8-2, enrollees were highly satisfied with the measures in all three domains regardless of whether they were treated at VA or non-VA facilities. They were most satisfied with the first domain, the way in which the health care providers interacted with them. Across the four measures within this domain, enrollees' satisfaction ratings ranged from 83.6 percent to 90.9 percent for VA facilities and from 83.0 percent to 88.4 percent for non-VA facilities. Enrollees' satisfaction was slightly higher for VA facilities than non-VA facilities with regard to the way their privacy was respected (90.9% versus 88.4%) and the respect they received from the health care professionals (89.7% versus 87.9%).

The vast majority of enrollees also expressed satisfaction with participation in decision-making about their health issues, with satisfaction ratings ranging from 81.9 percent to 85.2 percent for VA facilities and from 80.4 percent to 84.2 percent for non-VA facilities. Enrollees were least satisfied with their ability to get referrals for specialist care or special equipment. Satisfaction ratings for this aspect of their health care were almost the same at non-VA and VA facilities (74.2% and 73.1%, respectively).

Figure 8-2. Among VA health care users, the percentage of enrollees who responded favorably¹ about their interactions and decision-making process with providers, and referrals received at a VA facility² or non-VA facility³



¹ Responses represent a combination of enrollees who answered “Satisfied” and “Very satisfied.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

8.2.1 Satisfaction by Priority Group, Age, and Income

Table 8-3 shows the level of satisfaction regarding provider interactions examined by socioeconomic and demographic groups. The results show that older enrollees (age 45 or older) and those in lower priority groups (Priority Groups 4-6 and 7-8) had higher levels of satisfaction with provider interactions than their counterparts when they received services at a VA facility. Older enrollees (age 45 or older) had higher levels of satisfaction than their counterparts with the respect shown to them, with the manner in which their provider accepted them for who they are, and the way providers listened to them at a non-VA facility. Little difference was found among priority groups with provider interactions when they received services at a non-VA facility. Enrollees with higher incomes were more likely to be satisfied with their interactions with providers than were lower-income enrollees, regardless of where services were received.

When examined by priority group, the biggest differences in satisfaction with provider interactions at VA and non-VA facilities were found among enrollees in Priority Groups 7-8. The proportions who were satisfied or very satisfied were at least four percentage points higher among health care users at VA, rather than non-VA, facilities when enrollees were asked about the way their privacy was respected, the way providers listened to them, the respect shown to them by their health care professionals, and the manner in which their provider accepted them for who they are.

When examined by age group, the biggest differences in satisfaction with provider interactions at VA and non-VA facilities were found among enrollees age 65 or older. The proportions who were satisfied or very satisfied with the respect shown to them by their health care professionals and the way their privacy was respected, the manner in which their provider accepted them for who they were, and the way providers listened to them were 4.0, 3.9, 3.2, and 2.9 percentage points higher, respectively, among those who received health care at VA, rather than non-VA, facilities.

When examined by income, small differences were found among lower-income enrollees. The proportions who were satisfied or very satisfied with the respect shown to them by their health care professionals, the way their privacy was respected, and the manner in which their provider accepted them for who they are were 3.0, 2.8, and 1.6 percentage points higher, respectively, among those who received health care at VA, rather than non-VA, facilities.

Table 8-3. Among VA health care users at a VA facility or non-VA facility, the percentage of enrollees reporting satisfaction¹ with interaction with provider personnel, by priority group, age, and income

	Your privacy was respected (%)		Respect shown to you (%)		Accepted you for who you are (%)		The way providers listened to you (%)		Total	
	VA Facilities ²	Non-VA Facilities ³	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	90.5	88.9	88.4	88.3	85.5	86.0	81.8	82.9	3,156,523	1,305,339
P4-P6	91.0	87.8	90.9	87.2	88.0	85.7	85.0	83.1	1,254,323	444,954
P7-P8	92.5	87.2	92.4	86.6	89.9	85.4	87.8	83.2	867,165	237,569
Age group										
<45	88.8	88.5	85.7	87.0	82.4	84.3	77.8	79.4	1,118,267	435,925
45-64	91.1	89.3	88.7	88.4	85.8	86.6	81.8	83.8	1,535,854	617,096
65+	91.7	87.8	91.9	87.9	89.3	86.1	87.0	84.1	2,623,890	934,841
Income group										
<\$35,000	90.2	87.4	89.6	86.6	86.0	84.4	83.2	82.3	2,266,972	878,767
\$35,000+	92.0	89.7	90.1	89.1	88.1	87.4	84.3	83.9	2,826,333	1,041,362
Missing	84.0	82.8	84.3	84.5	78.3	81.9	76.6	77.0	184,706	67,733

¹ Responses represent a combination of enrollees who answered “Very satisfied” and “Satisfied.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

Marked differences were also found when levels of satisfaction with decision-making were examined by socioeconomic and demographic groups. Table 8-4 shows the responses for statements about understanding health care decisions and referrals at VA and non-VA facilities. Older enrollees (age 45 or older) and those in lower priority groups (Priority Groups 4-6 and 7-8) had higher levels of satisfaction with the decision-making process and referral services than their counterparts when they received health care at a VA facility. Similarly, with regard to services provided at non-VA facilities, older enrollees (age 45 or older) expressed a higher level of satisfaction with the decision-making process and referral services than enrollees who were younger than age 45. Little difference was found among priority groups with the decision-making process when they received health care at a non-VA facility. Enrollees with higher incomes were more likely to be satisfied with the decision-making process than were lower-income enrollees, regardless of where services were received.

When examined by priority group, the biggest differences in satisfaction with decision-making between VA and non-VA facilities were found among enrollees in Priority Groups 7-8. Satisfaction levels for Priority Groups 7-8 were higher among health care users at VA, rather than non-VA, facilities when asked how clearly their health care providers explained their health problems, when asked about opportunities for them to participate in decisions about their care, and how clearly health care providers explained options and choices about care to them (5.0, 4.9, and 4.2 percentage-point differences, respectively). However, when respondents were asked about their ability to get referrals for specialist care or special equipment, the biggest difference was found among enrollees in Priority Groups 1-3. In this case, the proportion who reported that they were satisfied or very satisfied with this aspect of their health care was 1.8 percentage points higher for those who used non-VA, rather than VA, facilities.

The greatest disparities in levels of satisfaction with decision-making and referrals at VA and non-VA facilities were found among the youngest group of enrollees (younger than age 45). The proportions who reported positive satisfaction levels when asked about their ability to get referrals for specialist care or special equipment and how clearly their health care providers explained options and choices about care with them were 4.0 and 3.7 percentage points higher, respectively, among those who received health care at non-VA, rather than VA, facilities. However, when respondents were asked about how clearly their health care providers explained their health problems and about opportunities to participate in decisions, the biggest difference was found among enrollees who were age 65 or older. In this case, the proportion who reported that they were satisfied or very satisfied was 3.1 and 2.5 percentage points higher among those who received

health care at VA, rather than non-VA, facilities. Enrollees with lower incomes rated their satisfaction slightly higher when asked about opportunities for them to participate in decisions about their care and how clearly their health care providers explained their health problems at VA, rather than non-VA, facilities (2.5 and 2.1 percentage-point differences, respectively).

Table 8-4. Percentage of enrollees reporting satisfaction¹ with decision-making and referrals received at a VA facility or non-VA facility, by priority group, age, and income

	Explanation of health problem(s) (%)		Participation in decisions about your care (%)		Explanation of options about care (%)		Referrals for specialist or special equipment (%)		Total	
	VA Facilities ²	Non-VA Facilities ³	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	83.6	84.4	80.4	80.3	80.0	82.3	71.4	73.2	3,156,523	1,305,339
P4-P6	86.8	84.0	83.6	81.1	84.1	82.2	76.7	76.0	1,254,323	444,954
P7-P8	88.7	83.7	84.8	79.9	86.2	82.0	74.4	76.0	867,165	237,569
Age group										
<45	79.6	80.5	76.0	75.8	74.7	78.4	66.2	70.2	1,118,267	435,925
45-64	84.5	85.9	82.0	81.6	81.4	83.4	72.7	73.2	1,535,854	617,096
65+	88.0	84.9	84.3	81.8	85.5	83.2	76.3	76.7	2,623,890	934,841
Income group										
<\$35,000	85.3	83.2	81.2	78.7	82.0	81.1	75.0	75.1	2,266,972	878,767
\$35,000+	85.4	85.4	82.7	82.4	82.4	83.5	72.2	74.2	2,826,333	1,041,362
Missing	80.9	80.3	76.7	72.8	76.5	77.1	64.9	63.5	184,706	67,733

¹ Responses represent a combination of enrollees who answered “Very satisfied” and “Satisfied.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2020 at a VA facility. Weighted N = 5,278,011 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2020 at a non-VA facility. Weighted N = 1,987,862 enrollees.

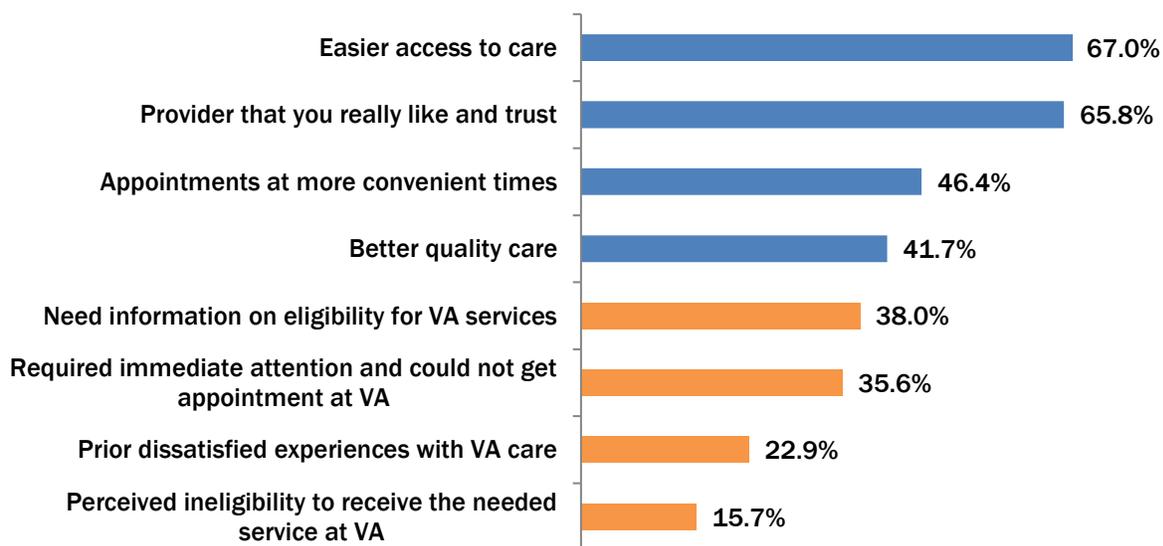
8.3 Reasons for Using Health Care Services Other Than VA's

With 80 percent of enrolled Veterans reporting some type of insurance coverage outside of their VA benefits, it is clear that enrollees use other health care providers, either for part of their health care needs or instead of VA Health Care. For planning purposes, it is important for VA to understand why enrollees use other health care services, their current dependence on VA Health Care, and their planned future use of VA Health Care.

The 2021 Survey of Enrollees included eight statements to assess reasons why Veterans used other health care services for some or all of their health care needs. The 2021 findings show that 50.4 percent (not shown) of enrollees indicated that they had used health care services other than those provided or paid for by VA on or after January 1, 2020. These enrollees were asked about possible reasons they chose to use other health care services. Figure 8-3 shows that the responses to these statements ranged from 67.0 percent agreement to a low of 15.7 percent agreement. Among the positive aspects of using non-VA facilities (blue bars), the top two reasons reported by enrollees were that they found these facilities provided easier access to care (67.0%), and that they had an existing provider outside VA they really liked and trusted (65.8%). More than two in five enrollees who responded to this question indicated that they used other health care services because appointments were available at more convenient times (46.4%) and 41.7 percent indicated that non-VA facilities provided better quality of care than VA health facilities.

Four additional statements were phrased as perceived barriers (orange bars) to using VA services. Over one-third (38.0%) of enrollees indicated that they did not have sufficient information about their eligibility for VA services and 35.6 percent believed that they required immediate attention and could not get an appointment at VA. In addition, 22.9 percent of enrollees indicated they were dissatisfied with prior experiences with VA Health Care and 15.7 percent believed that they were ineligible to receive the needed services at VA.

Figure 8-3. Among VA health care users, reasons for using other health care services and barriers to using VA services



Note: Denominator excludes enrollees who never used health care services other than those provided or paid for by VA on or after January 1, 2020. Weighted N = 4,376,117 enrollees.

8.3.1 Reasons for Using Other Health Care Services, by Priority Group, Age, and Income

As shown in Table 8-5, of those enrollees who reported using other health care services, a greater proportion of enrollees in Priority Groups 1-3 agreed with all of the reasons listed in the survey for using non-VA services (with the exception of having a provider they really like and trust), compared to enrollees in lower priority groups. Enrollees in Priority Groups 7-8 were more likely than other groups to identify having a provider outside of VA they really like and trust as a reason for using other health care services. While those in the youngest enrollee group (under age 45) were also more likely to select these reasons for using other health care services (with the exception of having a provider they really like and trust), enrollees who were age 65 or older placed a higher importance on having a provider they really like and trust as a reason for using other health care services. Higher-income enrollees were more likely than lower-income enrollees to cite each of the listed reasons for using other health care services.

Table 8-5. Percentage of enrollees reporting on reasons for using other health care services, by priority group, age, and income (positive factors)

	Easier access to care (%)	Provider that you really like and trust (%)	Appointments at more convenient times (%)	Better quality care (%)	Total
Priority group					
P1-P3	69.6	66.9	50.2	45.1	2,461,764
P4-P6	61.5	60.6	39.1	35.1	896,365
P7-P8	65.7	67.9	43.7	39.3	1,017,988
Age group					
<45	71.9	55.8	58.0	51.7	730,244
45-64	66.2	61.9	48.1	42.8	1,218,177
65+	66.0	70.8	42.0	38.1	2,427,696
Income group					
<\$35,000	61.2	58.3	40.3	35.4	1,407,991
\$35,000+	70.1	69.5	49.4	44.6	2,811,322
Missing	64.7	68.0	46.6	46.5	156,804

Note: Weighted N = 4,376,117 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA.

A more varied pattern emerged regarding statements about barriers to using VA care. Table 8-6 shows that lower priority groups (Priority Groups 4-6 and 7-8) were more likely than higher priority groups to identify as barriers the need for more information on eligibility for VA services and their perceived ineligibility to receive needed services at the VA. Enrollees in the highest priority groups (Priority Groups 1-3) were more likely than lower priority groups to say that prior dissatisfaction with VA care and inability to acquire immediate attention at VA were important reasons for using other health care services. Enrollees younger than age 65 were more likely than older enrollees to identify the need for more information on eligibility, dissatisfaction with prior VA care experiences, perceived ineligibility, and inability to get an appointment at VA for a condition that required immediate attention as reasons for using non-VA health services. A greater proportion of lower income enrollees (annual income less than \$35,000) agreed with all of the barriers to using VA care as compared to higher-income enrollees.

Table 8-6. Percentage of enrollees reporting on reasons for using other health care services, by priority group, age, and income (negative factors)

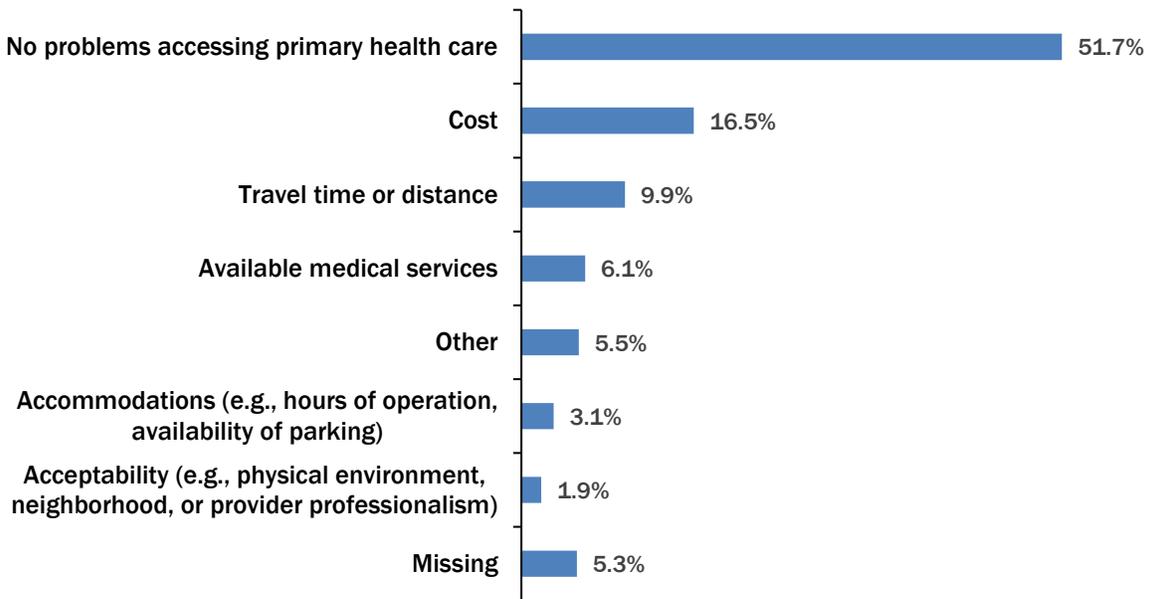
	Need information on eligibility for VA services (%)	Prior dissatisfied experiences with VA care (%)	Perceived ineligibility to receive the needed service at VA (%)	Required immediate attention and could not get appointment at VA (%)	Total
Priority group					
P1-P3	35.6	26.3	13.5	40.3	2,461,764
P4-P6	41.8	18.8	16.9	32.8	896,365
P7-P8	40.7	18.1	19.8	26.7	1,017,988
Age group					
<45	40.7	38.1	16.4	44.6	730,244
45-64	41.4	25.2	16.7	37.4	1,218,177
65+	35.5	17.1	15.0	32.0	2,427,696
Income group					
<\$35,000	40.7	23.3	16.0	40.6	1,407,991
\$35,000+	37.0	22.1	15.5	32.9	2,811,322
Missing	32.7	32.7	15.1	38.7	156,804

Note: Weighted N = 4,376,117 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA.

8.4 Greatest Barriers to Seeking Primary Health Care at the Nearest Health Care Provider

The 2021 Survey of Enrollees asked Veterans to identify the greatest barriers to accessing health care. Figure 8-4 shows that more than half of enrollees (51.7%) reported no problems in accessing primary health care at the nearest health care provider. However, cost was cited by 16.5 percent, about one in ten (9.9%) reported travel time or distance, 6.1 percent reported available medical services, and 5.5 percent reported other reasons, as the greatest barriers to seeking primary health care at the nearest health care provider. An additional 3.1 percent identified accommodations (e.g., hours of operation, availability of parking) and 1.9 percent identified acceptability (e.g., physical environment, neighborhood, or provider professionalism) as the greatest barriers.

Figure 8-4. Percentage of enrollees who identified the following factors as the greatest barriers to accessing primary health care at their nearest health care provider



Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees.

8.5 Current and Planned Future Use of VA

According to the FY 2018-2024 Strategic Plan, VA projects that the Veteran population will change dramatically by gender, race/ethnicity, and age in the coming decades.⁷⁵ To understand the needs of a changing Veteran population, it is crucial to examine enrollees' reasons for current and future use of VA care. The 2021 Survey of Enrollees asked enrollees to identify ways they currently use VA services to meet their health care needs.

Table 8-7 shows the trends in this question over a five-year period. Responses from the 2021 survey showed that 31.1 percent of enrollees currently use VA services to meet all of their health care needs, and 19.0 percent of enrollees use VA services to meet most of their health needs. For all levels of current use, trends from 2017 to 2021 showed minimal fluctuation.

⁷⁵ <https://www.va.gov/oei/docs/VA2018-2024strategicPlan.pdf>

Table 8-7. Percentage of enrollees' current use of VA services to meet health care needs, by year

	2017	2018	2019	2020	2021
All of my health care needs	29.5	28.7	31.5	31.2	31.1
Most of my health care needs	18.4	18.4	18.3	19.1	19.0
Some of my health care needs	26.1	26.7	25.1	24.6	26.1
None of my health care needs	22.1	22.3	22.0	21.2	20.3
I have no health care needs	2.1	2.7	2.1	2.9	2.6
Missing	1.7	1.3	0.9	1.0	0.9
Total Enrollees	8,345,428	8,614,563	8,704,243	8,725,547	8,680,525

Table 8-8 shows the results of current use of VA services when examined by socioeconomic and demographic groups. Enrollees in Priority Groups 1-3 and 4-6 were more likely to report that they used VA for all of their health care needs than those in lower priority groups (Priority Groups 7-8). Enrollees who were age 65 or older were least likely of all the age groups to report that they used VA services to meet all of their health care needs. Additionally, enrollees with incomes lower than \$35,000 were more likely to use the VA for all of their health care needs (42.9%), compared to enrollees with incomes of \$35,000 or more (23.1%).

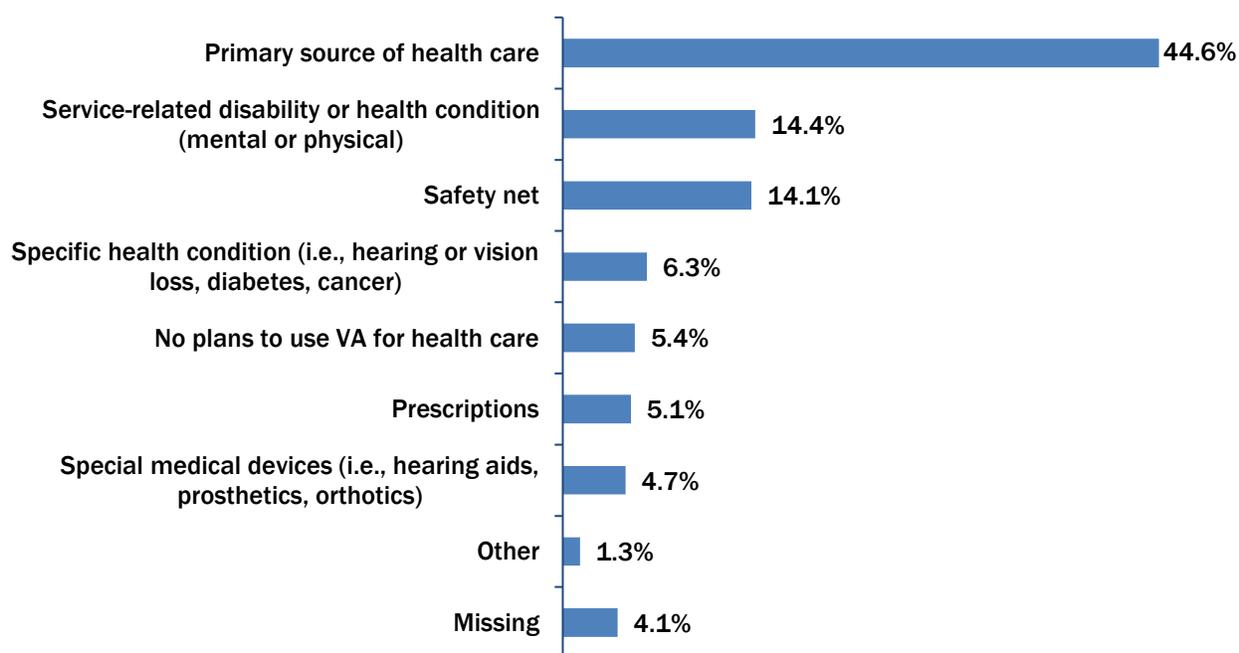
Table 8-8. Percentage of enrollees reporting on current use of VA services to meet health care needs, by priority group, age, and income

	Have no needs (%)	None of needs (%)	Some needs (%)	Most needs (%)	All needs (%)	Total
Priority group						
P1-P3	1.5	16.7	27.1	21.9	32.1	4,814,204
P4-P6	3.4	18.2	21.0	17.0	39.2	2,045,424
P7-P8	4.7	32.0	29.3	13.6	19.3	1,820,897
Age group						
<45	3.5	16.7	22.6	22.6	34.1	1,879,578
45-64	2.5	22.5	20.5	18.7	35.2	2,592,681
65+	2.2	20.4	31.2	17.7	27.3	4,208,266
Income group						
< \$35,000	2.5	12.7	21.2	19.6	42.9	3,404,390
\$35,000 +	2.7	25.6	29.4	18.6	23.1	4,988,279
Missing	2.3	16.6	27.8	20.0	30.8	287,856

Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees. Row percentages do not add to 100 percent because some respondents did not provide answers to the question.

The 2021 Survey of Enrollees asked enrollees to select one option that best represented how they planned to use VA Health Care in the future. Items included in this question are displayed in Figure 8-5, ordered by the most- to the least-planned use. A total of 44.6 percent of enrollees said that they planned to use VA Health Care as their primary source of health care. This was followed by 14.4 percent who said that they would use it for a service-related disability or mental or physical health conditions and 14.1 percent who said that they would use it as a safety net. Fewer than seven percent of enrollees planned to use VA Health Care for specific medical conditions (such as hearing or vision loss, diabetes, or cancer), prescriptions, or special medical devices (such as hearing aids, prosthetics, or orthotics).

Figure 8-5. Percentage of enrollees by planned future use of VA Health Care



Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees.

Table 8-9 shows that planned future use is related to enrollee socioeconomic and demographic groups. In general, enrollees in Priority Groups 7-8, those who were age 65 years or older, and those who had an annual income of \$35,000 and above were less likely to say that they would use VA health care services as their primary source of health care. Enrollees in Priority Groups 4-6 were most likely to use VA as their primary source of care (53.2%), as compared to other priority groups, while enrollees in Priority Groups 7-8 were most likely to report that they planned to use VA as a safety net (23.8%). Older enrollees (age 65 or older) were more likely than younger

enrollees to report that they would use VA as a safety net, for prescriptions, specific health conditions, and special medical devices. Finally, enrollees with incomes below \$35,000 were more likely to use VA as their primary source of care (54.8%), as compared to higher income enrollees, whereas those with incomes of \$35,000 or more were more likely to use VA as a safety net (16.9%) and for service-related disabilities or health conditions (18.0%) as compared to lower-income enrollees.

Table 8-9. Percentage of enrollees reporting on future use of VA Health Care, by priority group, age, and income

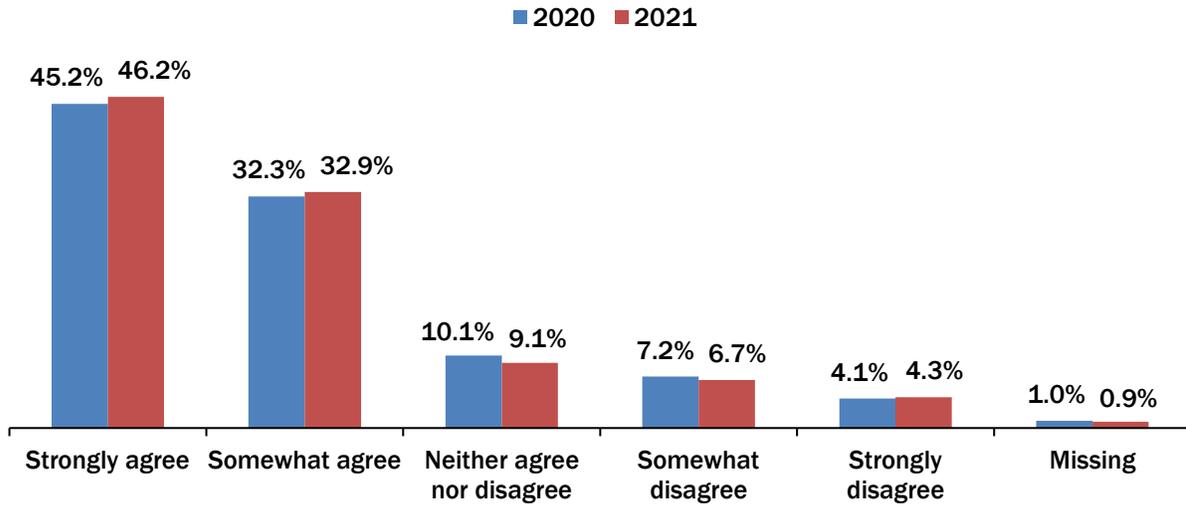
	Primary source (%)	Safety net (%)	Service-related health condition (%)	Prescriptions (%)	Specific health condition (%)	Special medical devices (%)	No plans to use (%)	Total
Priority group								
P1-P3	45.4	9.7	22.3	3.7	5.4	4.4	4.2	4,814,204
P4-P6	53.2	16.0	3.9	5.4	6.8	4.2	4.8	2,045,424
P7-P8	32.7	23.8	5.0	8.5	8.1	6.1	9.4	1,820,897
Age group								
<45	50.3	12.0	26.8	2.2	NA	NA	3.4	1,879,578
45-64	50.5	14.0	17.2	2.9	4.3	2.2	4.5	2,592,681
65+	38.3	15.2	7.1	7.8	9.8	8.2	6.9	4,208,266
Income group								
< \$35,000	54.8	10.4	9.3	5.4	6.5	3.6	4.0	3,404,390
\$35,000 +	37.7	16.9	18.0	4.9	6.2	5.5	6.3	4,988,279
Missing	42.6	10.7	10.4	4.9	7.4	4.5	7.2	287,856

Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

8.6 Trust in VA

In the 2021 survey, enrollees rated the degree to which they agreed that they “trust VA to fulfill our country’s commitment to Veterans.” As shown in Figure 8-6, a total of 79.1 percent of all respondents either “strongly agree” or “somewhat agree” with this statement, a 1.6 percentage point increase from 2020 (77.5%).

Figure 8-6. Percentage of enrollees' responses to: "I trust VA to fulfill our country's commitment to Veterans"



Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees. Percentages may not sum to 100 percent due to rounding.

Trust in the VA by enrollee socioeconomic and demographic group is displayed in Table 8-10. In terms of priority groups, enrollees in Priority Groups 4-6 expressed the highest level of trust in the VA to fulfill the country's commitment to Veterans (53.6% "strongly agree" and 27.6% "somewhat agree"), whereas enrollees in Priority Groups 1-3 expressed the least trust (42.5% "strongly agree" and 35.4% "somewhat agree"). In terms of age groups, the youngest enrollees (younger than age 45) expressed the least trust in the VA (31.9% "strongly agree" and 39.9% "somewhat agree"), while the oldest group (age 65 or older) expressed the most trust (54.3% "strongly agree" and 29.2% "somewhat agree"). Enrollees with incomes of less than \$35,000 expressed more trust in the VA (53.6% "strongly agree" and 28.6% "somewhat agree"), compared to enrollees with incomes of \$35,000 or higher (42.0% "strongly agree" and 36.2% "somewhat agree").

Table 8-10. Percentage of enrollees' responses to: "I trust VA to fulfill our country's commitment to Veterans," by priority group, age, and income

	Strongly agree (%)	Somewhat agree (%)	Neither agree nor disagree (%)	Somewhat disagree (%)	Strongly disagree (%)	Total
Priority group						
P1-P3	42.5	35.4	8.7	7.5	5.1	4,814,204
P4-P6	53.6	27.6	8.9	5.5	3.0	2,045,424
P7-P8	47.4	32.2	10.2	5.8	3.6	1,820,897
Age group						
<45	31.9	39.9	9.3	10.0	8.4	1,879,578
46-64	43.3	33.8	10.0	7.5	4.6	2,592,681
65+	54.3	29.2	8.4	4.7	2.2	4,208,266
Income group						
< \$35,000	53.6	28.6	8.1	5.4	3.8	3,404,390
\$35,000+	42.0	36.2	9.6	7.4	4.6	4,988,279
Missing	31.0	26.4	12.2	9.0	4.8	287,856

Note: Denominator is all enrollees. Weighted N = 8,680,525 enrollees. Row percentages do not add to 100 percent because some respondents did not provide answers to the question.

Appendix A – VISN Tables

Appendix A – VISN Tables

A.1 Demographics

Table A.1-1. Enrollees by priority group and VISN

VISN	VISN total	Priority group					
		P1-P3		P4-P6		P7-P8	
1	329,767	168,031	51.0%	76,327	23.1%	85,409	25.9%
2	411,387	168,231	40.9%	106,782	26.0%	136,375	33.1%
4	389,015	173,468	44.6%	105,007	27.0%	110,539	28.4%
5	313,239	185,618	59.3%	64,108	20.5%	63,513	20.3%
6	543,876	335,348	61.7%	114,511	21.1%	94,017	17.3%
7	628,946	393,189	62.5%	131,368	20.9%	104,388	16.6%
8	729,089	381,734	52.4%	192,428	26.4%	154,927	21.2%
9	367,072	210,745	57.4%	88,714	24.2%	67,613	18.4%
10	651,871	323,280	49.6%	183,708	28.2%	144,883	22.2%
12	356,663	157,107	44.0%	97,209	27.3%	102,347	28.7%
15	319,451	166,773	52.2%	82,325	25.8%	70,353	22.0%
16	572,307	326,117	57.0%	138,448	24.2%	107,742	18.8%
17	596,257	392,812	65.9%	110,412	18.5%	93,033	15.6%
19	443,976	276,758	62.3%	88,010	19.8%	79,209	17.8%
20	447,530	265,236	59.3%	101,738	22.7%	80,555	18.0%
21	443,051	245,109	55.3%	106,683	24.1%	91,258	20.6%
22	727,989	408,653	56.1%	177,335	24.4%	142,001	19.5%
23	409,039	235,996	57.7%	80,309	19.6%	92,734	22.7%
National	8,680,525	4,814,204	55.5%	2,045,424	23.6%	1,820,897	21.0%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-2. Enrollees by age and VISN

VISN	VISN total	Age group					
		<45		45-64		65+	
1	329,767	68,596	20.8%	79,395	24.1%	181,777	55.1%
2	411,387	80,630	19.6%	101,123	24.6%	229,635	55.8%
4	389,015	80,730	20.8%	86,142	22.1%	222,143	57.1%
5	313,239	70,459	22.5%	121,843	38.9%	120,937	38.6%
6	543,876	127,020	23.4%	183,873	33.8%	232,983	42.8%
7	628,946	142,929	22.7%	223,365	35.5%	262,652	41.8%
8	729,089	131,322	18.0%	216,926	29.8%	380,842	52.2%
9	367,072	69,962	19.1%	117,396	32.0%	179,714	49.0%
10	651,871	107,563	16.5%	194,603	29.9%	349,705	53.6%
12	356,663	69,166	19.4%	82,725	23.2%	204,771	57.4%
15	319,451	72,926	22.8%	94,501	29.6%	152,024	47.6%
16	572,307	111,989	19.6%	189,460	33.1%	270,857	47.3%
17	596,257	142,038	23.8%	216,560	36.3%	237,659	39.9%
19	443,976	110,338	24.9%	134,225	30.2%	199,413	44.9%
20	447,530	125,337	28.0%	128,353	28.7%	193,840	43.3%
21	443,051	102,663	23.2%	123,719	27.9%	216,669	48.9%
22	727,989	173,490	23.8%	211,931	29.1%	342,568	47.1%
23	409,039	92,421	22.6%	86,540	21.2%	230,077	56.2%
National	8,680,525	1,879,578	21.7%	2,592,681	29.9%	4,208,266	48.5%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-3. Enrollees by income and VISN

VISN	VISN total	Income group					
		<\$35,000		\$35,000+		Missing	
1	329,767	119,022	36.1%	198,838	60.3%	11,906	3.6%
2	411,387	153,346	37.3%	245,398	59.7%	12,643	3.1%
4	389,015	173,969	44.7%	202,460	52.0%	12,586	3.2%
5	313,239	89,412	28.5%	213,677	68.2%	10,150	3.2%
6	543,876	199,186	36.6%	323,821	59.5%	20,868	3.8%
7	628,946	233,902	37.2%	376,776	59.9%	18,268	2.9%
8	729,089	322,009	44.2%	382,573	52.5%	24,506	3.4%
9	367,072	173,504	47.3%	183,054	49.9%	10,514	2.9%
10	651,871	288,185	44.2%	342,081	52.5%	21,604	3.3%
12	356,663	144,255	40.4%	199,647	56.0%	12,761	3.6%
15	319,451	143,185	44.8%	167,438	52.4%	8,828	2.8%
16	572,307	247,071	43.2%	303,405	53.0%	21,831	3.8%
17	596,257	207,876	34.9%	372,336	62.4%	16,045	2.7%
19	443,976	160,506	36.2%	263,749	59.4%	19,721	4.4%
20	447,530	162,821	36.4%	270,929	60.5%	13,779	3.1%
21	443,051	159,088	35.9%	271,299	61.2%	12,664	2.9%
22	727,989	269,467	37.0%	435,099	59.8%	23,423	3.2%
23	409,039	157,584	38.5%	235,697	57.6%	15,758	3.9%
National	8,680,525	3,404,390	39.2%	4,988,279	57.5%	287,856	3.3%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-4. Enrollees by service and VISN

VISN	Period of service							
	WWII era		Korean War era		Between Korean and Vietnam Wars		Vietnam War era	
1	6,527	2.0%	27,438	8.3%	36,389	11.0%	123,132	37.3%
2	8,749	2.1%	33,429	8.1%	41,910	10.2%	154,176	37.5%
4	NA	NA	29,771	7.7%	43,855	11.3%	155,716	40.0%
5	NA	NA	15,138	4.8%	24,036	7.7%	88,216	28.2%
6	NA	NA	21,366	3.9%	39,766	7.3%	182,774	33.6%
7	NA	NA	22,637	3.6%	42,285	6.7%	215,571	34.3%
8	9,795	1.3%	55,800	7.7%	81,507	11.2%	259,401	35.6%
9	NA	NA	17,332	4.7%	34,551	9.4%	136,491	37.2%
10	8,271	1.3%	37,992	5.8%	51,068	7.8%	266,591	40.9%
12	6,302	1.8%	26,390	7.4%	37,515	10.5%	138,557	38.8%
15	NA	NA	19,651	6.2%	27,554	8.6%	116,867	36.6%
16	NA	NA	29,569	5.2%	50,355	8.8%	206,284	36.0%
17	4,300	0.7%	21,392	3.6%	41,496	7.0%	193,279	32.4%
19	4,215	0.9%	18,960	4.3%	36,004	8.1%	161,501	36.4%
20	NA	NA	18,869	4.2%	42,971	9.6%	151,183	33.8%
21	5,590	1.3%	27,504	6.2%	42,252	9.5%	158,481	35.8%
22	8,088	1.1%	40,489	5.6%	66,443	9.1%	266,982	36.7%
23	5,464	1.3%	30,076	7.4%	40,059	9.8%	166,876	40.8%
National	103,528	1.2%	493,801	5.7%	780,016	9.0%	3,142,078	36.2%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

“WWII Era” includes all WWII Veterans and a small number of enrollees who reported serving prior to WWII.

“Korean War Era” includes all Korean War Veterans and a small number of enrollees who reported serving between WWII and the Korean War.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-4. Enrollees by service and VISN (continued)

VISN	Period of service (continued)							
	Between Vietnam and Gulf War		Gulf War era		Post-2001		Combat status	
1	70,058	21.2%	65,635	19.9%	88,201	26.7%	143,014	43.4%
2	80,962	19.7%	67,169	16.3%	95,684	23.3%	164,305	39.9%
4	85,939	22.1%	63,036	16.2%	101,282	26.0%	177,536	45.6%
5	109,255	34.9%	112,315	35.9%	130,887	41.8%	168,425	53.8%
6	171,615	31.6%	185,339	34.1%	183,516	33.7%	292,310	53.7%
7	190,036	30.2%	203,809	32.4%	224,363	35.7%	313,423	49.8%
8	202,409	27.8%	198,988	27.3%	193,126	26.5%	309,925	42.5%
9	99,311	27.1%	97,692	26.6%	103,587	28.2%	177,901	48.5%
10	159,886	24.5%	147,113	22.6%	155,998	23.9%	304,987	46.8%
12	76,779	21.5%	60,850	17.1%	84,787	23.8%	171,758	48.2%
15	80,937	25.3%	70,203	22.0%	101,294	31.7%	150,553	47.1%
16	177,468	31.0%	158,779	27.7%	162,563	28.4%	270,588	47.3%
17	191,258	32.1%	222,999	37.4%	219,980	36.9%	309,965	52.0%
19	121,912	27.5%	123,601	27.8%	161,145	36.3%	250,046	56.3%
20	124,486	27.8%	119,438	26.7%	161,726	36.1%	225,779	50.4%
21	110,399	24.9%	102,261	23.1%	137,402	31.0%	216,788	48.9%
22	192,620	26.5%	196,817	27.0%	223,155	30.7%	356,602	49.0%
23	83,709	20.5%	78,670	19.2%	108,650	26.6%	189,103	46.2%
National	2,329,040	26.8%	2,274,714	26.2%	2,637,348	30.4%	4,193,008	48.3%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

Table A.1-5. Enrollees by race/ethnicity and VISN

VISN	Race – mutually exclusive							
	White non-Hispanic		Black non-Hispanic		American Indian/Alaska Native non-Hispanic		Asian non-Hispanic	
1	290,353	88.0%	9,432	2.9%	NA	NA	NA	NA
2	303,781	73.8%	34,753	8.4%	NA	NA	NA	NA
4	307,791	79.1%	41,357	10.6%	NA	NA	NA	NA
5	199,510	63.7%	68,162	21.8%	NA	NA	NA	NA
6	337,586	62.1%	126,087	23.2%	NA	NA	NA	NA
7	380,987	60.6%	187,752	29.9%	NA	NA	NA	NA
8	463,738	63.6%	89,514	12.3%	NA	NA	NA	NA
9	282,739	77.0%	49,193	13.4%	NA	NA	NA	NA
10	529,296	81.2%	59,824	9.2%	NA	NA	NA	NA
12	281,048	78.8%	39,459	11.1%	NA	NA	NA	NA
15	265,425	83.1%	18,917	5.9%	NA	NA	NA	NA
16	384,030	67.1%	116,386	20.3%	NA	NA	NA	NA
17	332,900	55.8%	79,333	13.3%	NA	NA	NA	NA
19	338,414	76.2%	20,838	4.7%	11,288	2.5%	NA	NA
20	361,313	80.7%	16,454	3.7%	7,128	1.6%	10,688	2.4%
21	256,458	57.9%	39,445	8.9%	NA	NA	39,906	9.0%
22	423,781	58.2%	72,194	9.9%	15,797	2.2%	43,794	6.0%
23	371,583	90.8%	5,539	1.4%	3,548	0.9%	NA	NA
National	6,110,736	70.4%	1,074,638	12.4%	67,493	0.8%	139,789	1.6%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-5. Enrollees by race/ethnicity and VISN (continued)

VISN	Race – mutually exclusive (continued)							
	Native Hawaiian non-Hispanic		Multi-racial non-Hispanic		Hispanic		Missing	
1	NA	NA	NA	NA	15,999	4.9%	8,014	2.4%
2	NA	NA	NA	NA	48,950	11.9%	14,659	3.6%
4	NA	NA	NA	NA	18,777	4.8%	9,017	2.3%
5	NA	NA	9,543	3.0%	16,265	5.2%	11,495	3.7%
6	NA	NA	12,287	2.3%	33,015	6.1%	19,809	3.6%
7	NA	NA	NA	NA	20,479	3.3%	17,252	2.7%
8	NA	NA	NA	NA	140,234	19.2%	21,232	2.9%
9	NA	NA	NA	NA	13,536	3.7%	13,222	3.6%
10	NA	NA	11,985	1.8%	22,430	3.4%	22,162	3.4%
12	NA	NA	NA	NA	20,668	5.8%	8,573	2.4%
15	NA	NA	NA	NA	16,482	5.2%	5,549	1.7%
16	NA	NA	12,400	2.2%	34,091	6.0%	17,027	3.0%
17	NA	NA	18,062	3.0%	147,907	24.8%	11,935	2.0%
19	NA	NA	13,678	3.1%	33,408	7.5%	18,606	4.2%
20	NA	NA	14,084	3.1%	15,546	3.5%	14,304	3.2%
21	9,734	2.2%	18,694	4.2%	64,553	14.6%	12,002	2.7%
22	NA	NA	11,633	1.6%	128,887	17.7%	26,305	3.6%
23	NA	NA	6,381	1.6%	9,408	2.3%	12,241	3.0%
National	31,727	0.4%	192,099	2.2%	800,638	9.2%	263,405	3.0%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-6. Enrollees by employment status and VISN

VISN	Employment status			
	Full-time employed		Part-time employed	
1	88,822	26.9%	28,804	8.7%
2	106,689	25.9%	30,468	7.4%
4	105,865	27.2%	33,524	8.6%
5	136,054	43.4%	14,248	4.5%
6	176,883	32.5%	31,961	5.9%
7	207,486	33.0%	42,699	6.8%
8	167,577	23.0%	43,826	6.0%
9	91,176	24.8%	29,111	7.9%
10	173,485	26.6%	34,442	5.3%
12	109,693	30.8%	19,242	5.4%
15	97,669	30.6%	20,561	6.4%
16	176,475	30.8%	31,016	5.4%
17	205,316	34.4%	45,894	7.7%
19	156,377	35.2%	29,561	6.7%
20	154,391	34.5%	36,228	8.1%
21	126,881	28.6%	32,042	7.2%
22	226,827	31.2%	37,270	5.1%
23	118,336	28.9%	29,844	7.3%
National	2,626,003	30.3%	570,742	6.6%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-6. Enrollees by employment status and VISN (continued)

VISN	Employment status (continued)							
	Unemployed		Not in the labor force		Missing		Unemployment rate	
1	11,346	3.4%	197,172	59.8%	NA	NA	11,346	8.8%
2	16,895	4.1%	253,254	61.6%	4,081	1.0%	16,895	11.0%
4	NA	NA	237,712	61.1%	NA	NA	NA	NA
5	15,011	4.8%	145,308	46.4%	NA	NA	15,011	9.1%
6	20,137	3.7%	307,029	56.5%	NA	NA	20,137	8.8%
7	23,243	3.7%	347,855	55.3%	NA	NA	23,243	8.5%
8	28,038	3.8%	480,139	65.9%	9,509	1.3%	28,038	11.7%
9	11,375	3.1%	230,238	62.7%	NA	NA	11,375	8.6%
10	24,762	3.8%	410,925	63.0%	8,257	1.3%	24,762	10.6%
12	NA	NA	218,440	61.2%	NA	NA	NA	NA
15	NA	NA	193,615	60.6%	NA	NA	NA	NA
16	27,852	4.9%	329,335	57.5%	NA	NA	27,852	11.8%
17	24,328	4.1%	311,345	52.2%	9,376	1.6%	24,328	8.8%
19	14,743	3.3%	237,364	53.5%	5,931	1.3%	14,743	7.3%
20	16,146	3.6%	237,360	53.0%	NA	NA	16,146	7.8%
21	22,143	5.0%	259,876	58.7%	NA	NA	22,143	12.2%
22	40,603	5.6%	417,289	57.3%	5,999	0.8%	40,603	13.3%
23	8,442	2.1%	247,392	60.5%	5,025	1.2%	8,442	5.4%
National	321,060	3.7%	5,061,647	58.3%	101,073	1.2%	321,060	9.1%

Denominator is the enrollee population by VISN.

Percentages may not total 100 percent due to rounding.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.2 Health Benefits

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN

VISN	Medicare						Medicaid					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	87,907	52.3%	53,279	69.8%	51,038	59.8%	13,626	8.1%	15,228	20.0%	6,236	7.3%
2	72,226	42.9%	66,424	62.2%	93,336	68.4%	9,754	5.8%	19,015	17.8%	8,244	6.0%
4	81,537	47.0%	67,309	64.1%	76,183	68.9%	10,225	5.9%	9,786	9.3%	NA	NA
5	59,800	32.2%	38,384	59.9%	30,186	47.5%	9,588	5.2%	12,227	19.1%	3,068	4.8%
6	126,017	37.6%	63,214	55.2%	57,953	61.6%	18,496	5.5%	14,257	12.5%	NA	NA
7	161,215	41.0%	78,361	59.6%	62,084	59.5%	12,093	3.1%	14,416	11.0%	NA	NA
8	164,478	43.1%	112,840	58.6%	107,071	69.1%	21,511	5.6%	25,844	13.4%	8,692	5.6%
9	93,971	44.6%	55,492	62.6%	41,135	60.8%	9,606	4.6%	11,155	12.6%	3,960	5.9%
10	156,366	48.4%	115,487	62.9%	84,088	58.0%	22,688	7.0%	28,373	15.4%	8,730	6.0%
12	69,307	44.1%	65,481	67.4%	69,508	67.9%	6,138	3.9%	16,937	17.4%	NA	NA
15	66,619	39.9%	48,252	58.6%	46,421	66.0%	NA	NA	11,068	13.4%	NA	NA
16	126,286	38.7%	82,564	59.6%	69,978	64.9%	12,734	3.9%	17,167	12.4%	7,147	6.6%
17	147,252	37.5%	67,310	61.0%	48,414	52.0%	21,655	5.5%	10,472	9.5%	4,246	4.6%
19	107,592	38.9%	53,543	60.8%	46,684	58.9%	12,991	4.7%	11,292	12.8%	4,855	6.1%
20	98,841	37.3%	54,526	53.6%	41,004	50.9%	9,832	3.7%	15,278	15.0%	NA	NA
21	96,495	39.4%	63,673	59.7%	55,358	60.7%	13,318	5.4%	14,853	13.9%	NA	NA
22	149,436	36.6%	98,579	55.6%	90,017	63.4%	20,411	5.0%	22,728	12.8%	6,914	4.9%
23	129,658	54.9%	48,221	60.0%	57,343	61.8%	13,056	5.5%	10,454	13.0%	4,608	5.0%
National	1,995,003	41.4%	1,232,939	60.3%	1,127,801	61.9%	244,894	5.1%	280,550	13.7%	93,740	5.1%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	TRICARE						Private Insurance					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	32,329	19.2%	NA	NA	9,446	11.1%	55,497	33.0%	16,089	21.1%	28,282	33.1%
2	28,640	17.0%	8,169	7.7%	10,578	7.8%	64,879	38.6%	21,241	19.9%	55,150	40.4%
4	38,857	22.4%	NA	NA	7,491	6.8%	51,921	29.9%	20,349	19.4%	39,936	36.1%
5	77,150	41.6%	8,110	12.7%	10,276	16.2%	62,499	33.7%	11,908	18.6%	29,329	46.2%
6	135,397	40.4%	15,697	13.7%	14,333	15.2%	78,115	23.3%	14,936	13.0%	29,162	31.0%
7	165,380	42.1%	14,899	11.3%	15,770	15.1%	84,859	21.6%	20,263	15.4%	36,487	35.0%
8	131,885	34.5%	19,512	10.1%	14,262	9.2%	81,423	21.3%	23,302	12.1%	35,767	23.1%
9	69,629	33.0%	8,105	9.1%	8,880	13.1%	43,073	20.4%	17,295	19.5%	14,689	21.7%
10	68,669	21.2%	11,413	6.2%	12,677	8.7%	99,149	30.7%	34,744	18.9%	51,527	35.6%
12	33,427	21.3%	NA	NA	NA	NA	54,240	34.5%	13,080	13.5%	27,685	27.1%
15	52,011	31.2%	9,408	11.4%	9,093	12.9%	42,901	25.7%	12,010	14.6%	19,832	28.2%
16	110,102	33.8%	18,608	13.4%	14,090	13.1%	89,148	27.3%	20,599	14.9%	24,496	22.7%
17	170,718	43.5%	19,920	18.0%	10,145	10.9%	95,819	24.4%	15,335	13.9%	30,027	32.3%
19	113,360	41.0%	9,719	11.0%	12,831	16.2%	72,629	26.2%	10,903	12.4%	26,164	33.0%
20	98,290	37.1%	14,955	14.7%	10,003	12.4%	86,984	32.8%	19,601	19.3%	27,578	34.2%
21	86,198	35.2%	8,695	8.2%	12,160	13.3%	75,567	30.8%	18,022	16.9%	29,408	32.2%
22	137,129	33.6%	21,539	12.1%	17,140	12.1%	113,021	27.7%	30,235	17.0%	48,786	34.4%
23	46,393	19.7%	6,375	7.9%	7,883	8.5%	58,876	24.9%	14,690	18.3%	29,396	31.7%
National	1,595,564	33.1%	212,785	10.4%	205,832	11.3%	1,310,600	27.2%	334,602	16.4%	583,701	32.1%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	No coverage					
	P1-P3		P4-P6		P7-P8	
1	26,787	15.9%	11,068	14.5%	10,599	12.4%
2	34,578	20.6%	19,560	18.3%	14,496	10.6%
4	36,370	21.0%	19,092	18.2%	8,473	7.7%
5	25,403	13.7%	12,192	19.0%	7,454	11.7%
6	70,253	20.9%	31,296	27.3%	9,542	10.1%
7	81,697	20.8%	33,154	25.2%	12,665	12.1%
8	92,275	24.2%	54,306	28.2%	23,226	15.0%
9	48,186	22.9%	16,736	18.9%	11,826	17.5%
10	63,291	19.6%	36,693	20.0%	17,807	12.3%
12	25,080	16.0%	21,917	22.5%	15,395	15.0%
15	38,788	23.3%	23,812	28.9%	7,243	10.3%
16	74,156	22.7%	38,096	27.5%	22,050	20.5%
17	75,444	19.2%	26,236	23.8%	19,452	20.9%
19	48,002	17.3%	20,341	23.1%	9,003	11.4%
20	50,023	18.9%	22,897	22.5%	15,502	19.2%
21	48,902	20.0%	31,916	29.9%	15,609	17.1%
22	96,455	23.6%	45,466	25.6%	18,747	13.2%
23	41,461	17.6%	16,219	20.2%	12,878	13.9%
National	977,151	20.3%	480,997	23.5%	251,967	13.8%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN

VISN	Medicare						Medicaid					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	19,896	25.1%	168,563	92.7%	NA	NA	7,722	9.7%	25,345	13.9%
2	NA	NA	18,006	17.8%	210,986	91.9%	NA	NA	8,187	8.1%	25,731	11.2%
4	NA	NA	13,045	15.1%	206,576	93.0%	NA	NA	NA	NA	15,535	7.0%
5	NA	NA	14,214	11.7%	110,153	91.1%	NA	NA	7,529	6.2%	13,581	11.2%
6	NA	NA	26,293	14.3%	215,519	92.5%	NA	NA	NA	NA	22,653	9.7%
7	NA	NA	52,903	23.7%	240,155	91.4%	NA	NA	NA	NA	20,784	7.9%
8	NA	NA	34,547	15.9%	345,089	90.6%	NA	NA	14,669	6.8%	35,093	9.2%
9	NA	NA	20,200	17.2%	165,026	91.8%	NA	NA	NA	NA	15,126	8.4%
10	NA	NA	33,518	17.2%	317,243	90.7%	NA	NA	17,702	9.1%	37,342	10.7%
12	NA	NA	12,000	14.5%	185,899	90.8%	NA	NA	NA	NA	18,462	9.0%
15	NA	NA	18,767	19.9%	136,933	90.1%	NA	NA	NA	NA	11,481	7.6%
16	NA	NA	33,770	17.8%	243,065	89.7%	NA	NA	NA	NA	27,807	10.3%
17	NA	NA	33,565	15.5%	217,289	91.4%	NA	NA	8,192	3.8%	22,201	9.3%
19	NA	NA	19,912	14.8%	182,131	91.3%	NA	NA	9,089	6.8%	15,250	7.6%
20	NA	NA	17,035	13.3%	173,304	89.4%	NA	NA	8,599	6.7%	14,671	7.6%
21	NA	NA	19,200	15.5%	190,791	88.1%	NA	NA	6,983	5.6%	20,240	9.3%
22	NA	NA	28,042	13.2%	300,745	87.8%	NA	NA	15,004	7.1%	30,060	8.8%
23	NA	NA	12,519	14.5%	214,877	93.4%	NA	NA	6,618	7.6%	18,138	7.9%
National	103,967	5.5%	427,432	16.5%	3,824,344	90.9%	64,135	3.4%	165,547	6.4%	389,500	9.3%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	TRICARE						Private insurance					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	17,865	22.5%	19,296	10.6%	NA	NA	29,149	36.7%	35,781	19.7%
2	NA	NA	15,408	15.2%	17,114	7.5%	31,692	39.3%	48,140	47.6%	61,438	26.8%
4	NA	NA	12,142	14.1%	21,289	9.6%	NA	NA	37,036	43.0%	41,356	18.6%
5	NA	NA	55,850	45.8%	27,804	23.0%	39,484	56.0%	41,964	34.4%	22,288	18.4%
6	NA	NA	77,339	42.1%	58,075	24.9%	46,846	36.9%	44,103	24.0%	31,264	13.4%
7	NA	NA	101,220	45.3%	66,470	25.3%	NA	NA	56,619	25.3%	34,941	13.3%
8	NA	NA	68,015	31.4%	67,169	17.6%	33,219	25.3%	57,447	26.5%	49,825	13.1%
9	NA	NA	40,272	34.3%	34,357	19.1%	NA	NA	34,760	29.6%	20,179	11.2%
10	NA	NA	38,492	19.8%	37,887	10.8%	54,036	50.2%	70,289	36.1%	61,094	17.5%
12	NA	NA	13,643	16.5%	17,893	8.7%	33,548	48.5%	31,621	38.2%	29,836	14.6%
15	NA	NA	31,628	33.5%	27,440	18.0%	NA	NA	29,903	31.6%	19,690	13.0%
16	NA	NA	62,906	33.2%	64,384	23.8%	NA	NA	62,083	32.8%	34,648	12.8%
17	29,767	21.0%	95,469	44.1%	75,547	31.8%	54,533	38.4%	54,633	25.2%	32,015	13.5%
19	31,705	28.7%	54,274	40.4%	49,932	25.0%	46,249	41.9%	35,758	26.6%	27,688	13.9%
20	NA	NA	49,237	38.4%	52,286	27.0%	60,868	48.6%	43,101	33.6%	30,194	15.6%
21	21,844	21.3%	42,918	34.7%	42,290	19.5%	35,855	34.9%	42,541	34.4%	44,603	20.6%
22	NA	NA	70,735	33.4%	73,619	21.5%	66,409	38.3%	68,001	32.1%	57,631	16.8%
23	NA	NA	16,941	19.6%	25,085	10.9%	43,931	47.5%	27,665	32.0%	31,366	13.6%
National	371,893	19.8%	864,354	33.3%	777,937	18.5%	748,251	39.8%	814,813	31.4%	665,837	15.8%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	No coverage					
	<45		45-64		65+	
1	NA	NA	19,255	24.3%	9,609	5.3%
2	31,525	39.1%	26,290	26.0%	10,818	4.7%
4	NA	NA	26,155	30.4%	10,882	4.9%
5	NA	NA	21,665	17.8%	7,122	5.9%
6	NA	NA	50,576	27.5%	12,903	5.5%
7	NA	NA	49,018	21.9%	15,683	6.0%
8	64,686	49.3%	77,566	35.8%	27,555	7.2%
9	NA	NA	32,460	27.7%	10,995	6.1%
10	NA	NA	61,416	31.6%	21,230	6.1%
12	NA	NA	28,741	34.7%	15,093	7.4%
15	NA	NA	23,716	25.1%	9,975	6.6%
16	59,358	53.0%	52,913	27.9%	22,029	8.1%
17	50,491	35.5%	57,336	26.5%	13,304	5.6%
19	30,993	28.1%	34,061	25.4%	12,292	6.2%
20	42,435	33.9%	31,831	24.8%	14,156	7.3%
21	45,645	44.5%	32,541	26.3%	18,241	8.4%
22	69,603	40.1%	60,012	28.3%	31,053	9.1%
23	25,847	28.0%	33,084	38.2%	11,627	5.1%
National	716,907	38.1%	718,636	27.7%	274,567	6.5%

Denominator is the enrollee population by age and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN

VISN	Medicare						Medicaid					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	85,468	71.8%	98,655	49.6%	8,101	68.0%	22,817	19.2%	11,382	5.7%	NA	NA
2	98,233	64.1%	123,479	50.3%	10,273	81.3%	25,601	16.7%	10,030	4.1%	NA	NA
4	118,569	68.2%	98,361	48.6%	8,100	64.4%	17,820	10.2%	NA	NA	NA	NA
5	57,179	64.0%	66,237	31.0%	4,953	48.8%	17,293	19.3%	7,082	3.3%	NA	NA
6	109,464	55.0%	128,313	39.6%	9,407	45.1%	22,126	11.1%	13,391	4.1%	NA	NA
7	129,772	55.5%	157,947	41.9%	13,941	76.3%	19,081	8.2%	NA	NA	NA	NA
8	183,788	57.1%	185,012	48.4%	15,589	63.6%	42,754	13.3%	12,730	3.3%	NA	NA
9	97,715	56.3%	85,863	46.9%	7,020	66.8%	18,434	10.6%	5,551	3.0%	NA	NA
10	180,085	62.5%	160,685	47.0%	15,171	70.2%	38,078	13.2%	18,996	5.6%	NA	NA
12	94,693	65.6%	100,080	50.1%	9,523	74.6%	18,032	12.5%	7,436	3.7%	NA	NA
15	86,419	60.4%	69,651	41.6%	5,222	59.2%	16,408	11.5%	NA	NA	NA	NA
16	135,882	55.0%	129,121	42.6%	13,825	63.3%	28,623	11.6%	7,222	2.4%	NA	NA
17	113,639	54.7%	138,883	37.3%	10,454	65.2%	20,170	9.7%	15,082	4.1%	NA	NA
19	91,301	56.9%	108,300	41.1%	8,218	41.7%	18,965	11.8%	8,250	3.1%	NA	NA
20	83,707	51.4%	101,571	37.5%	9,092	66.0%	22,673	13.9%	3,641	1.3%	NA	NA
21	85,989	54.1%	120,876	44.6%	8,662	68.4%	19,750	12.4%	10,352	3.8%	NA	NA
22	139,618	51.8%	184,636	42.4%	13,778	58.8%	36,544	13.6%	11,919	2.7%	NA	NA
23	104,624	66.4%	118,177	50.1%	12,422	78.8%	20,939	13.3%	5,900	2.5%	NA	NA
National	1,996,145	58.6%	2,175,847	43.6%	183,751	63.8%	426,108	12.5%	169,799	3.4%	23,270	8.1%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	TRICARE						Private insurance					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	10,687	9.0%	34,822	17.5%	NA	NA	15,186	12.8%	82,495	41.5%	NA	NA
2	10,843	7.1%	34,884	14.2%	NA	NA	24,605	16.0%	113,065	46.1%	3,600	28.5%
4	10,207	5.9%	40,034	19.8%	NA	NA	26,564	15.3%	82,131	40.6%	NA	NA
5	8,702	9.7%	84,888	39.7%	NA	NA	11,664	13.0%	89,938	42.1%	NA	NA
6	27,406	13.8%	129,409	40.0%	NA	NA	21,345	10.7%	96,874	29.9%	NA	NA
7	42,359	18.1%	145,562	38.6%	NA	NA	22,895	9.8%	116,393	30.9%	NA	NA
8	38,410	11.9%	122,598	32.0%	NA	NA	26,837	8.3%	111,146	29.1%	NA	NA
9	25,840	14.9%	57,499	31.4%	NA	NA	16,090	9.3%	56,991	31.1%	NA	NA
10	15,983	5.5%	74,696	21.8%	NA	NA	41,796	14.5%	137,949	40.3%	NA	NA
12	10,651	7.4%	37,073	18.6%	NA	NA	13,972	9.7%	78,648	39.4%	NA	NA
15	19,330	13.5%	49,592	29.6%	NA	NA	16,194	11.3%	56,429	33.7%	NA	NA
16	38,730	15.7%	98,033	32.3%	NA	NA	28,887	11.7%	99,498	32.8%	NA	NA
17	47,997	23.1%	147,179	39.5%	5,608	35.0%	18,362	8.8%	119,230	32.0%	NA	NA
19	28,709	17.9%	101,073	38.3%	6,129	31.1%	23,866	14.9%	81,651	31.0%	4,178	21.2%
20	27,168	16.7%	91,679	33.8%	4,401	31.9%	17,898	11.0%	113,567	41.9%	NA	NA
21	22,784	14.3%	80,973	29.8%	NA	NA	20,223	12.7%	100,915	37.2%	NA	NA
22	43,872	16.3%	127,917	29.4%	4,020	17.2%	35,328	13.1%	151,856	34.9%	NA	NA
23	14,026	8.9%	44,225	18.8%	2,401	15.2%	18,724	11.9%	81,249	34.5%	NA	NA
National	443,704	13.0%	1,502,136	30.1%	68,348	23.7%	400,436	11.8%	1,770,025	35.5%	58,442	20.3%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	No coverage					
	<\$35,000		\$35,000+		Missing	
1	21,717	18.2%	24,540	12.3%	NA	NA
2	33,178	21.6%	34,338	14.0%	NA	NA
4	33,737	19.4%	29,441	14.5%	NA	NA
5	20,442	22.9%	21,239	9.9%	NA	NA
6	59,808	30.0%	48,898	15.1%	NA	NA
7	67,433	28.8%	57,481	15.3%	NA	NA
8	98,808	30.7%	63,516	16.6%	NA	NA
9	51,901	29.9%	23,310	12.7%	NA	NA
10	74,428	25.8%	40,351	11.8%	NA	NA
12	38,912	27.0%	20,360	10.2%	NA	NA
15	40,351	28.2%	27,570	16.5%	NA	NA
16	82,473	33.4%	48,087	15.8%	NA	NA
17	62,655	30.1%	57,127	15.3%	NA	NA
19	34,077	21.2%	39,905	15.1%	NA	NA
20	48,982	30.1%	36,889	13.6%	NA	NA
21	51,682	32.5%	42,960	15.8%	NA	NA
22	82,574	30.6%	72,214	16.6%	NA	NA
23	33,911	21.5%	35,347	15.0%	NA	NA
National	937,069	27.5%	723,573	14.5%	49,474	17.2%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.3 Prescription Drug Coverage and Use

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	44,937	81.0%	13,951	86.7%	20,496	72.5%	NA	NA	24,612	84.4%	25,620	71.6%
2	51,829	79.9%	17,010	80.1%	47,001	85.2%	26,077	82.3%	42,104	87.5%	47,658	77.6%
4	42,124	81.1%	14,292	70.2%	35,277	88.3%	NA	NA	32,429	87.6%	31,687	76.6%
5	54,393	87.0%	9,070	76.2%	25,939	88.4%	36,729	93.0%	36,633	87.3%	16,040	72.0%
6	63,138	80.8%	13,402	89.7%	25,893	88.8%	42,614	91.0%	39,050	88.5%	20,768	66.4%
7	76,691	90.4%	17,523	86.5%	31,376	86.0%	NA	NA	50,605	89.4%	24,935	71.4%
8	69,281	85.1%	17,534	75.2%	28,646	80.1%	32,881	99.0%	44,492	77.4%	38,087	76.4%
9	34,831	80.9%	14,234	82.3%	12,594	85.7%	NA	NA	28,998	83.4%	14,388	71.3%
10	79,776	80.5%	27,494	79.1%	43,084	83.6%	45,773	84.7%	61,485	87.5%	43,096	70.5%
12	45,666	84.2%	9,819	75.1%	21,295	76.9%	NA	NA	28,410	89.8%	20,787	69.7%
15	36,749	85.7%	NA	NA	17,746	89.5%	NA	NA	27,273	91.2%	13,998	71.1%
16	71,754	80.5%	18,880	91.7%	17,601	71.9%	NA	NA	48,501	78.1%	26,461	76.4%
17	76,993	80.4%	12,340	80.5%	26,006	86.6%	44,354	81.3%	48,314	88.4%	22,670	70.8%
19	58,949	81.2%	8,713	79.9%	23,267	88.9%	37,712	81.5%	31,685	88.6%	21,532	77.8%
20	76,011	87.4%	14,135	72.1%	23,424	84.9%	54,237	89.1%	36,430	84.5%	22,904	75.9%
21	65,219	86.3%	15,414	85.5%	23,923	81.3%	32,721	91.3%	36,736	86.4%	35,098	78.7%
22	98,047	86.8%	25,475	84.3%	41,589	85.2%	55,269	83.2%	63,099	92.8%	46,742	81.1%
23	46,773	79.4%	11,894	81.0%	25,248	85.9%	39,515	89.9%	23,039	83.3%	21,361	68.1%
National	1,093,161	83.4%	270,573	80.9%	490,405	84.0%	656,405	87.7%	703,895	86.4%	493,832	74.2%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	10,865	71.5%	67,026	81.2%	NA	NA
2	18,198	74.0%	95,681	84.6%	NA	NA
4	17,367	65.4%	71,169	86.7%	NA	NA
5	8,762	75.1%	78,896	87.7%	NA	NA
6	13,652	64.0%	85,786	88.6%	NA	NA
7	18,060	78.9%	106,323	91.3%	NA	NA
8	19,094	71.1%	94,474	85.0%	NA	NA
9	11,445	71.1%	48,611	85.3%	NA	NA
10	30,669	73.4%	114,610	83.1%	NA	NA
12	9,225	66.0%	65,861	83.7%	NA	NA
15	13,379	82.6%	48,738	86.4%	NA	NA
16	19,730	68.3%	86,179	86.6%	NA	NA
17	13,571	73.9%	98,671	82.8%	NA	NA
19	15,786	66.1%	72,335	88.6%	NA	NA
20	12,872	71.9%	98,576	86.8%	NA	NA
21	16,700	82.6%	86,369	85.6%	NA	NA
22	26,975	76.4%	136,191	89.7%	NA	NA
23	12,296	65.7%	69,079	85.0%	NA	NA
National	288,646	72.1%	1,524,575	86.1%	40,915	70.0%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare Part D drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	26,464	30.1%	21,473	40.3%	17,569	34.4%	NA	NA	NA	NA	60,230	35.7%
2	25,321	35.1%	24,629	37.1%	38,820	41.6%	NA	NA	NA	NA	82,814	39.3%
4	25,272	31.0%	25,512	37.9%	29,831	39.2%	NA	NA	NA	NA	77,196	37.4%
5	13,125	21.9%	12,794	33.3%	9,794	32.4%	NA	NA	4,072	28.6%	31,211	28.3%
6	29,463	23.4%	20,082	31.8%	26,148	45.1%	NA	NA	NA	NA	67,409	31.3%
7	36,918	22.9%	35,361	45.1%	23,317	37.6%	NA	NA	NA	NA	79,662	33.2%
8	49,753	30.2%	50,272	44.6%	54,136	50.6%	NA	NA	9,595	27.8%	143,798	41.7%
9	27,559	29.3%	17,930	32.3%	15,994	38.9%	NA	NA	NA	NA	55,466	33.6%
10	49,500	31.7%	45,089	39.0%	39,786	47.3%	NA	NA	12,191	36.4%	122,183	38.5%
12	20,646	29.8%	23,526	35.9%	22,623	32.5%	NA	NA	NA	NA	60,687	32.6%
15	16,486	24.7%	18,061	37.4%	14,819	31.9%	NA	NA	NA	NA	41,453	30.3%
16	33,226	26.3%	31,317	37.9%	27,290	39.0%	NA	NA	NA	NA	81,457	33.5%
17	46,831	31.8%	24,298	36.1%	19,914	41.1%	NA	NA	10,613	31.6%	75,085	34.6%
19	24,374	22.7%	16,584	31.0%	16,984	36.4%	NA	NA	NA	NA	51,962	28.5%
20	26,215	26.5%	19,321	35.4%	14,130	34.5%	NA	NA	NA	NA	54,710	31.6%
21	30,924	32.0%	22,456	35.3%	23,947	43.3%	NA	NA	5,292	27.6%	70,233	36.8%
22	47,067	31.5%	41,263	41.9%	40,838	45.4%	NA	NA	8,267	29.5%	117,762	39.2%
23	35,235	27.2%	16,494	34.2%	21,189	37.0%	NA	NA	NA	NA	67,003	31.2%
National	564,379	28.3%	466,462	37.8%	457,129	40.5%	NA	NA	120,937	28.3%	1,340,321	35.0%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare part D drug coverage, by priority group, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	27,725	32.4%	34,676	35.1%	NA	NA
2	33,843	34.5%	51,236	41.5%	3,691	35.9%
4	41,703	35.2%	36,322	36.9%	NA	NA
5	16,971	29.7%	17,306	26.1%	NA	NA
6	35,668	32.6%	38,018	29.6%	NA	NA
7	47,487	36.6%	44,003	27.9%	NA	NA
8	77,911	42.4%	71,319	38.5%	NA	NA
9	30,867	31.6%	29,567	34.4%	NA	NA
10	63,178	35.1%	67,661	42.1%	NA	NA
12	30,396	32.1%	33,739	33.7%	NA	NA
15	28,179	32.6%	20,035	28.8%	NA	NA
16	43,137	31.7%	43,905	34.0%	NA	NA
17	42,999	37.8%	46,347	33.4%	NA	NA
19	24,700	27.1%	31,524	29.1%	NA	NA
20	25,228	30.1%	31,326	30.8%	NA	NA
21	29,382	34.2%	44,982	37.2%	NA	NA
22	49,656	35.6%	74,719	40.5%	NA	NA
23	29,769	28.5%	38,634	32.7%	4,516	36.4%
National	678,799	34.0%	755,319	34.7%	53,853	29.3%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-3. Enrollee use of prescription medications, by VISN

VISN	Prescription medications in the last 30 days									
	0		1-2		3-4		5 or more		Missing	
1	61,445	18.6%	56,077	17.0%	63,976	19.4%	134,440	40.8%	13,829	4.2%
2	73,536	17.9%	75,708	18.4%	78,701	19.1%	169,071	41.1%	14,371	3.5%
4	58,532	15.0%	78,366	20.1%	74,215	19.1%	167,253	43.0%	10,649	2.7%
5	50,608	16.2%	66,146	21.1%	65,128	20.8%	123,111	39.3%	8,245	2.6%
6	63,540	11.7%	98,807	18.2%	116,241	21.4%	251,725	46.3%	13,562	2.5%
7	82,842	13.2%	96,881	15.4%	116,214	18.5%	315,187	50.1%	17,822	2.8%
8	83,349	11.4%	110,634	15.2%	158,438	21.7%	350,004	48.0%	26,664	3.7%
9	48,226	13.1%	57,221	15.6%	75,970	20.7%	174,525	47.5%	11,130	3.0%
10	99,024	15.2%	111,295	17.1%	126,119	19.3%	296,980	45.6%	18,454	2.8%
12	61,304	17.2%	56,712	15.9%	68,473	19.2%	157,982	44.3%	12,191	3.4%
15	54,957	17.2%	49,915	15.6%	56,299	17.6%	146,317	45.8%	11,963	3.7%
16	81,355	14.2%	87,375	15.3%	106,581	18.6%	281,510	49.2%	15,486	2.7%
17	91,466	15.3%	97,251	16.3%	120,449	20.2%	274,326	46.0%	12,765	2.1%
19	71,104	16.0%	76,500	17.2%	98,861	22.3%	186,402	42.0%	11,109	2.5%
20	98,486	22.0%	91,308	20.4%	86,307	19.3%	160,039	35.8%	11,389	2.5%
21	85,662	19.3%	87,646	19.8%	83,201	18.8%	175,570	39.6%	10,971	2.5%
22	138,728	19.1%	155,685	21.4%	140,605	19.3%	272,517	37.4%	20,454	2.8%
23	75,247	18.4%	79,861	19.5%	81,915	20.0%	159,691	39.0%	12,325	3.0%
National	1,379,411	15.9%	1,533,388	17.7%	1,717,693	19.8%	3,796,650	43.7%	253,379	2.9%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.3-4. Enrollee use of prescription medications obtained from VA, by VISN

VISN	Prescription medications in the last 30 days from VA									
	0		1-2		3-4		5 or more		Missing	
1	88,306	34.7%	47,480	18.7%	40,372	15.9%	71,988	28.3%	6,348	2.5%
2	133,887	41.4%	52,463	16.2%	46,996	14.5%	81,327	25.1%	8,807	2.7%
4	110,336	34.5%	66,298	20.7%	47,953	15.0%	86,791	27.1%	8,456	2.6%
5	111,246	43.7%	36,797	14.5%	39,191	15.4%	60,902	23.9%	6,249	2.5%
6	145,165	31.1%	80,453	17.2%	76,672	16.4%	152,767	32.7%	11,716	2.5%
7	172,997	32.7%	89,387	16.9%	81,148	15.4%	174,457	33.0%	10,294	1.9%
8	192,268	31.1%	110,309	17.8%	106,301	17.2%	192,199	31.0%	18,000	2.9%
9	95,235	30.9%	46,337	15.1%	56,034	18.2%	104,146	33.8%	5,963	1.9%
10	181,536	34.0%	86,441	16.2%	84,101	15.7%	171,870	32.2%	10,445	2.0%
12	82,531	29.1%	46,906	16.6%	48,247	17.0%	96,842	34.2%	8,642	3.1%
15	82,336	32.6%	39,892	15.8%	39,641	15.7%	85,057	33.7%	5,605	2.2%
16	158,859	33.4%	60,901	12.8%	71,420	15.0%	171,221	36.0%	13,066	2.7%
17	162,453	33.0%	81,549	16.6%	83,079	16.9%	154,223	31.3%	10,721	2.2%
19	115,824	32.0%	67,334	18.6%	59,565	16.5%	110,068	30.4%	8,972	2.5%
20	111,011	32.9%	76,588	22.7%	46,484	13.8%	96,753	28.7%	6,818	2.0%
21	114,929	33.2%	65,103	18.8%	52,538	15.2%	103,879	30.0%	9,970	2.9%
22	220,631	38.8%	105,856	18.6%	74,089	13.0%	155,383	27.3%	12,849	2.3%
23	103,541	32.2%	60,205	18.7%	56,220	17.5%	93,541	29.1%	7,960	2.5%
National	2,383,091	33.8%	1,220,299	17.3%	1,110,051	15.8%	2,163,414	30.7%	170,881	2.4%

Denominator is the enrollee population who reported using prescription medications in the last 30 days by VISN.

Percentages may not total 100 percent due to rounding.

A.4 Cigarette Smoking

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	105,628	62.9%	51,137	67.0%	48,092	56.3%	33,963	49.5%	46,077	58.0%	124,817	68.7%
2	86,242	51.3%	69,382	65.0%	77,176	56.6%	32,216	40.0%	47,488	47.0%	153,095	66.7%
4	96,445	55.6%	63,955	60.9%	64,937	58.7%	NA	NA	49,433	57.4%	143,002	64.4%
5	77,283	41.6%	38,194	59.6%	30,652	48.3%	21,512	30.5%	50,600	41.5%	74,018	61.2%
6	180,962	54.0%	71,160	62.1%	53,931	57.4%	64,491	50.8%	86,881	47.3%	154,681	66.4%
7	174,676	44.4%	84,338	64.2%	56,047	53.7%	NA	NA	92,492	41.4%	169,824	64.7%
8	189,450	49.6%	111,142	57.8%	95,772	61.8%	49,201	37.5%	103,461	47.7%	243,703	64.0%
9	120,895	57.4%	61,215	69.0%	40,030	59.2%	38,526	55.1%	59,981	51.1%	123,632	68.8%
10	194,023	60.0%	114,551	62.4%	85,366	58.9%	56,398	52.4%	104,644	53.8%	232,898	66.6%
12	86,157	54.8%	63,716	65.5%	66,994	65.5%	NA	NA	46,868	56.7%	138,872	67.8%
15	90,709	54.4%	54,382	66.1%	44,130	62.7%	NA	NA	49,481	52.4%	105,267	69.2%
16	161,219	49.4%	88,315	63.8%	65,078	60.4%	NA	NA	92,678	48.9%	177,924	65.7%
17	178,329	45.4%	64,537	58.5%	49,793	53.5%	60,554	42.6%	85,400	39.4%	146,706	61.7%
19	143,796	52.0%	51,225	58.2%	41,488	52.4%	43,163	39.1%	66,290	49.4%	127,057	63.7%
20	138,535	52.2%	64,127	63.0%	41,401	51.4%	55,092	44.0%	64,730	50.4%	124,241	64.1%
21	125,697	51.3%	64,322	60.3%	50,666	55.5%	43,724	42.6%	57,918	46.8%	139,044	64.2%
22	204,797	50.1%	113,612	64.1%	71,891	50.6%	68,693	39.6%	104,218	49.2%	217,389	63.5%
23	143,154	60.7%	50,304	62.6%	55,198	59.5%	47,128	51.0%	47,731	55.2%	153,797	66.8%
National	2,497,997	51.9%	1,279,614	62.6%	1,038,642	57.0%	809,918	43.1%	1,256,371	48.5%	2,749,967	65.3%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	81,066	68.1%	116,564	58.6%	7,227	60.7%
2	99,362	64.8%	126,059	51.4%	7,379	58.4%
4	106,399	61.2%	112,201	55.4%	6,738	53.5%
5	56,219	62.9%	84,701	39.6%	5,209	51.3%
6	127,070	63.8%	164,012	50.6%	14,970	71.7%
7	132,651	56.7%	171,577	45.5%	10,832	59.3%
8	182,237	56.6%	199,910	52.3%	14,218	58.0%
9	116,332	67.0%	99,475	54.3%	6,333	60.2%
10	194,716	67.6%	187,030	54.7%	12,194	56.4%
12	91,574	63.5%	117,233	58.7%	8,060	63.2%
15	95,777	66.9%	88,308	52.7%	NA	NA
16	152,027	61.5%	151,325	49.9%	11,260	51.6%
17	114,841	55.2%	170,042	45.7%	7,776	48.5%
19	94,332	58.8%	132,727	50.3%	9,451	47.9%
20	99,054	60.8%	137,374	50.7%	7,636	55.4%
21	100,051	62.9%	132,868	49.0%	7,767	61.3%
22	171,684	63.7%	207,231	47.6%	11,385	48.6%
23	107,782	68.4%	131,663	55.9%	9,210	58.4%
National	2,123,174	62.4%	2,530,300	50.7%	162,782	56.5%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	23,482	22.2%	10,465	20.5%	5,584	11.6%	NA	NA	13,828	30.0%	14,487	11.6%
2	21,674	25.1%	18,902	27.2%	10,554	13.7%	NA	NA	15,672	33.0%	18,666	12.2%
4	19,744	20.5%	20,171	31.5%	NA	NA	NA	NA	16,925	34.2%	20,424	14.3%
5	16,913	21.9%	11,015	28.8%	6,346	20.7%	NA	NA	16,392	32.4%	11,448	15.5%
6	41,156	22.7%	20,640	29.0%	11,426	21.2%	NA	NA	26,002	29.9%	27,510	17.8%
7	46,989	26.9%	26,875	31.9%	10,966	19.6%	NA	NA	33,643	36.4%	24,846	14.6%
8	43,949	23.2%	23,478	21.1%	14,080	14.7%	NA	NA	38,684	37.4%	27,279	11.2%
9	36,834	30.5%	20,855	34.1%	9,771	24.4%	NA	NA	29,079	48.5%	23,703	19.2%
10	48,535	25.0%	35,050	30.6%	22,220	26.0%	NA	NA	43,983	42.0%	38,394	16.5%
12	19,739	22.9%	17,877	28.1%	9,524	14.2%	NA	NA	22,383	47.8%	20,251	14.6%
15	23,190	25.6%	17,824	32.8%	8,213	18.6%	NA	NA	19,206	38.8%	20,186	19.2%
16	39,976	24.8%	26,786	30.3%	12,109	18.6%	NA	NA	33,961	36.6%	32,953	18.5%
17	43,593	24.4%	23,422	36.3%	8,326	16.7%	NA	NA	29,702	34.8%	28,231	19.2%
19	25,266	17.6%	18,516	36.1%	8,544	20.6%	NA	NA	23,432	35.3%	21,276	16.7%
20	25,974	18.7%	15,335	23.9%	8,336	20.1%	NA	NA	23,082	35.7%	16,067	12.9%
21	23,210	18.5%	12,500	19.4%	7,713	15.2%	NA	NA	14,445	24.9%	17,613	12.7%
22	36,819	18.0%	32,799	28.9%	10,344	14.4%	NA	NA	30,572	29.3%	30,668	14.1%
23	34,551	24.1%	13,967	27.8%	6,254	11.3%	NA	NA	16,261	34.1%	20,151	13.1%
National	571,594	22.9%	366,477	28.6%	178,040	17.1%	254,706	31.4%	447,252	35.6%	414,153	15.1%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

Current smokers include both every-day smokers and some-day smokers.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	19,970	24.6%	18,511	15.9%	NA	NA
2	31,292	31.5%	19,067	15.1%	NA	NA
4	23,261	21.9%	23,243	20.7%	NA	NA
5	18,860	33.5%	14,224	16.8%	NA	NA
6	31,876	25.1%	33,770	20.6%	NA	NA
7	45,048	34.0%	35,953	21.0%	NA	NA
8	44,208	24.3%	35,016	17.5%	NA	NA
9	38,529	33.1%	27,133	27.3%	NA	NA
10	65,958	33.9%	36,284	19.4%	NA	NA
12	25,066	27.4%	21,052	18.0%	NA	NA
15	33,201	34.7%	15,124	17.1%	NA	NA
16	50,140	33.0%	27,951	18.5%	NA	NA
17	40,128	34.9%	33,758	19.9%	NA	NA
19	29,346	31.1%	22,077	16.6%	NA	NA
20	26,340	26.6%	21,926	16.0%	NA	NA
21	24,650	24.6%	17,398	13.1%	NA	NA
22	53,445	31.1%	25,024	12.1%	NA	NA
23	26,650	24.7%	26,394	20.0%	NA	NA
National	627,968	29.6%	453,905	17.9%	34,235	21.0%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

Current smokers include both every-day smokers and some-day smokers.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	81,037	76.7%	40,176	78.6%	42,053	87.4%	NA	NA	31,820	69.1%	108,699	87.1%
2	63,782	74.0%	49,298	71.1%	66,054	85.6%	NA	NA	31,663	66.7%	132,047	86.3%
4	74,761	77.5%	43,042	67.3%	56,573	87.1%	NA	NA	32,093	64.9%	121,449	84.9%
5	59,164	76.6%	26,836	70.3%	23,776	77.6%	NA	NA	33,944	67.1%	60,754	82.1%
6	137,170	75.8%	50,188	70.5%	41,238	76.5%	NA	NA	58,884	67.8%	124,933	80.8%
7	125,240	71.7%	56,411	66.9%	45,081	80.4%	NA	NA	56,612	61.2%	143,716	84.6%
8	143,555	75.8%	85,467	76.9%	80,856	84.4%	33,657	68.4%	64,777	62.6%	211,445	86.8%
9	82,338	68.1%	38,344	62.6%	29,423	73.5%	NA	NA	30,604	51.0%	95,653	77.4%
10	143,714	74.1%	78,858	68.8%	61,963	72.6%	NA	NA	60,107	57.4%	191,458	82.2%
12	64,497	74.9%	45,009	70.6%	56,831	84.8%	NA	NA	23,489	50.1%	116,227	83.7%
15	66,056	72.8%	36,309	66.8%	35,519	80.5%	NA	NA	28,982	58.6%	84,263	80.0%
16	119,238	74.0%	60,633	68.7%	52,096	80.1%	NA	NA	58,717	63.4%	141,199	79.4%
17	130,416	73.1%	41,017	63.6%	41,292	82.9%	43,145	71.3%	53,350	62.5%	116,231	79.2%
19	115,958	80.6%	32,190	62.8%	32,124	77.4%	34,008	78.8%	42,181	63.6%	104,083	81.9%
20	112,319	81.1%	47,768	74.5%	32,258	77.9%	44,597	81.0%	41,383	63.9%	106,365	85.6%
21	99,807	79.4%	51,066	79.4%	42,028	83.0%	31,935	73.0%	42,599	73.6%	118,366	85.1%
22	166,378	81.2%	79,330	69.8%	60,263	83.8%	49,971	72.7%	72,524	69.6%	183,476	84.4%
23	107,499	75.1%	34,730	69.0%	48,330	87.6%	28,770	61.0%	31,433	65.9%	130,356	84.8%
National	1,892,929	75.8%	896,672	70.1%	847,758	81.6%	551,477	68.1%	795,162	63.3%	2,290,720	83.3%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	60,046	74.1%	97,044	83.3%	6,177	85.5%
2	66,246	66.7%	106,449	84.4%	6,439	87.3%
4	80,538	75.7%	88,241	78.6%	NA	NA
5	36,067	64.2%	69,813	82.4%	3,896	74.8%
6	93,571	73.6%	128,027	78.1%	6,999	46.8%
7	85,264	64.3%	134,465	78.4%	NA	NA
8	135,272	74.2%	162,671	81.4%	11,935	83.9%
9	74,240	63.8%	71,763	72.1%	NA	NA
10	126,828	65.1%	149,232	79.8%	8,475	69.5%
12	65,532	71.6%	93,890	80.1%	6,916	85.8%
15	61,759	64.5%	71,891	81.4%	NA	NA
16	99,998	65.8%	121,734	80.4%	10,237	90.9%
17	74,249	64.7%	132,465	77.9%	6,011	77.3%
19	62,616	66.4%	109,214	82.3%	8,443	89.3%
20	71,353	72.0%	114,862	83.6%	6,130	80.3%
21	73,865	73.8%	113,175	85.2%	5,860	75.4%
22	114,988	67.0%	181,422	87.5%	9,562	84.0%
23	78,975	73.3%	104,367	79.3%	7,217	78.4%
National	1,461,407	68.8%	2,050,725	81.0%	125,233	76.9%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	11,440	48.7%	4,930	47.1%	NA	NA	NA	NA	6,911	50.0%	6,925	47.8%
2	13,494	62.3%	7,671	40.6%	4,477	42.4%	NA	NA	7,160	45.7%	8,828	47.3%
4	NA	NA	10,341	51.3%	NA	NA	NA	NA	NA	NA	9,924	48.6%
5	8,399	49.7%	4,297	39.0%	NA	NA	NA	NA	8,321	50.8%	4,945	43.2%
6	19,391	47.1%	9,602	46.5%	NA	NA	NA	NA	11,137	42.8%	14,017	51.0%
7	23,764	50.6%	15,496	57.7%	NA	NA	NA	NA	14,372	42.7%	13,165	53.0%
8	24,793	56.4%	11,693	49.8%	NA	NA	NA	NA	18,167	47.0%	13,248	48.6%
9	19,977	54.2%	6,928	33.2%	NA	NA	NA	NA	11,798	40.6%	9,790	41.3%
10	26,439	54.5%	18,268	52.1%	NA	NA	NA	NA	22,856	52.0%	17,988	46.9%
12	7,567	38.3%	9,383	52.5%	NA	NA	NA	NA	10,851	48.5%	9,214	45.5%
15	NA	NA	9,760	54.8%	NA	NA	NA	NA	NA	NA	8,991	44.5%
16	23,212	58.1%	12,465	46.5%	NA	NA	NA	NA	18,171	53.5%	17,170	52.1%
17	26,240	60.2%	9,637	41.1%	NA	NA	NA	NA	14,562	49.0%	12,084	42.8%
19	10,112	40.0%	8,548	46.2%	5,043	59.0%	NA	NA	9,953	42.5%	9,194	43.2%
20	9,008	34.7%	NA	NA	NA	NA	NA	NA	9,939	43.1%	6,099	38.0%
21	12,427	53.5%	5,722	45.8%	NA	NA	NA	NA	6,392	44.3%	7,986	45.3%
22	22,234	60.4%	17,499	53.4%	NA	NA	NA	NA	18,658	61.0%	12,002	39.1%
23	19,773	57.2%	6,656	47.7%	NA	NA	NA	NA	7,298	44.9%	8,776	43.6%
National	298,121	52.2%	174,662	47.7%	77,670	43.6%	145,017	56.9%	215,091	48.1%	190,346	46.0%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life and currently smoke, by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	11,493	57.6%	8,074	43.6%	NA	NA
2	15,973	51.0%	9,335	49.0%	NA	NA
4	12,312	52.9%	NA	NA	NA	NA
5	8,121	43.1%	6,093	42.8%	NA	NA
6	15,248	47.8%	17,527	51.9%	NA	NA
7	25,851	57.4%	NA	NA	NA	NA
8	23,511	53.2%	16,002	45.7%	NA	NA
9	15,430	40.0%	14,658	54.0%	NA	NA
10	33,325	50.5%	16,244	44.8%	NA	NA
12	13,527	54.0%	7,679	36.5%	NA	NA
15	13,298	40.1%	NA	NA	NA	NA
16	27,648	55.1%	13,941	49.9%	NA	NA
17	21,639	53.9%	16,740	49.6%	NA	NA
19	13,232	45.1%	10,204	46.2%	NA	NA
20	11,268	42.8%	6,842	31.2%	NA	NA
21	11,381	46.2%	7,956	45.7%	NA	NA
22	30,511	57.1%	15,457	61.8%	NA	NA
23	13,783	51.7%	15,097	57.2%	NA	NA
National	317,551	50.6%	220,073	48.5%	12,826	37.5%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life and currently smoke, by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.5 Health Status

Table A.5-1. Enrollees' perceived health status, by priority group and VISN

VISN	Priority groups 1-3			
	Excellent/Very good/Good		Fair/Poor	
1	128,777	76.6%	38,366	22.8%
2	117,268	69.7%	49,610	29.5%
4	119,636	69.0%	53,170	30.7%
5	141,858	76.4%	42,722	23.0%
6	218,308	65.1%	114,412	34.1%
7	277,257	70.5%	112,177	28.5%
8	255,265	66.9%	124,296	32.6%
9	137,342	65.2%	72,215	34.3%
10	227,248	70.3%	92,903	28.7%
12	108,066	68.8%	48,130	30.6%
15	127,754	76.6%	38,105	22.8%
16	207,699	63.7%	115,901	35.5%
17	268,042	68.2%	122,681	31.2%
19	206,370	74.6%	67,331	24.3%
20	204,003	76.9%	60,460	22.8%
21	180,282	73.6%	63,211	25.8%
22	299,372	73.3%	107,833	26.4%
23	177,152	75.1%	57,813	24.5%
National	3,401,699	70.7%	1,381,336	28.7%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 4-6			
	Excellent/Very good/Good		Fair/Poor	
1	61,907	81.1%	13,990	18.3%
2	77,797	72.9%	26,737	25.0%
4	81,435	77.6%	22,658	21.6%
5	46,928	73.2%	16,921	26.4%
6	80,903	70.7%	32,469	28.4%
7	86,478	65.8%	43,487	33.1%
8	142,666	74.1%	47,867	24.9%
9	63,561	71.6%	23,240	26.2%
10	137,456	74.8%	44,660	24.3%
12	67,744	69.7%	26,951	27.7%
15	57,268	69.6%	23,739	28.8%
16	95,483	69.0%	42,472	30.7%
17	79,580	72.1%	30,124	27.3%
19	67,278	76.4%	19,597	22.3%
20	75,660	74.4%	24,898	24.5%
21	78,281	73.4%	28,320	26.5%
22	136,173	76.8%	39,861	22.5%
23	61,244	76.3%	18,589	23.1%
National	1,497,842	73.2%	526,580	25.7%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 7-8			
	Excellent/Very good/Good		Fair/Poor	
1	71,640	83.9%	13,077	15.3%
2	113,550	83.3%	21,729	15.9%
4	95,866	86.7%	13,847	12.5%
5	54,251	85.4%	8,736	13.8%
6	73,786	78.5%	19,512	20.8%
7	84,159	80.6%	19,457	18.6%
8	132,090	85.3%	21,522	13.9%
9	53,975	79.8%	13,115	19.4%
10	118,216	81.6%	25,813	17.8%
12	82,639	80.7%	18,332	17.9%
15	58,554	83.2%	11,707	16.6%
16	86,677	80.4%	20,433	19.0%
17	78,062	83.9%	14,073	15.1%
19	67,515	85.2%	10,895	13.8%
20	65,882	81.8%	14,180	17.6%
21	74,646	81.8%	15,989	17.5%
22	112,048	78.9%	29,042	20.5%
23	77,568	83.6%	14,458	15.6%
National	1,501,124	82.4%	305,917	16.8%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-2. Enrollees' perceived health status, by age and VISN

VISN	<45			
	Excellent/Very good/Good		Fair/Poor	
1	56,921	83.0%	NA	NA
2	61,212	75.9%	NA	NA
4	62,103	76.9%	NA	NA
5	57,254	81.3%	NA	NA
6	74,517	58.7%	NA	NA
7	108,986	76.3%	NA	NA
8	90,086	68.6%	41,236	31.4%
9	50,271	71.9%	NA	NA
10	79,809	74.2%	NA	NA
12	46,947	67.9%	NA	NA
15	65,217	89.4%	NA	NA
16	79,127	70.7%	NA	NA
17	102,194	71.9%	39,843	28.1%
19	92,092	83.5%	NA	NA
20	103,534	82.6%	NA	NA
21	75,839	73.9%	26,275	25.6%
22	128,323	74.0%	NA	NA
23	72,328	78.3%	NA	NA
National	1,406,760	74.8%	466,315	24.8%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-2. Enrollees' perceived health status, by age and VISN (continued)

VISN	45-64			
	Excellent/Very good/Good		Fair/Poor	
1	64,520	81.3%	14,631	18.4%
2	77,293	76.4%	23,002	22.7%
4	62,583	72.7%	23,560	27.3%
5	97,155	79.7%	24,135	19.8%
6	134,215	73.0%	47,649	25.9%
7	152,717	68.4%	69,043	30.9%
8	149,881	69.1%	65,331	30.1%
9	80,880	68.9%	35,922	30.6%
10	143,511	73.7%	48,969	25.2%
12	59,243	71.6%	22,306	27.0%
15	69,095	73.1%	24,679	26.1%
16	125,166	66.1%	64,134	33.9%
17	154,124	71.2%	61,770	28.5%
19	97,701	72.8%	35,710	26.6%
20	96,055	74.8%	32,188	25.1%
21	95,734	77.4%	27,399	22.1%
22	159,210	75.1%	52,081	24.6%
23	67,541	78.0%	18,930	21.9%
National	1,886,624	72.8%	691,439	26.7%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-2. Enrollees' perceived health status, by age and VISN (continued)

VISN	65+			
	Excellent/Very good/Good		Fair/Poor	
1	140,883	77.5%	39,126	21.5%
2	170,110	74.1%	55,657	24.2%
4	172,251	77.5%	47,489	21.4%
5	88,629	73.3%	31,038	25.7%
6	164,265	70.5%	66,241	28.4%
7	186,191	70.9%	73,882	28.1%
8	290,054	76.2%	87,119	22.9%
9	123,727	68.8%	52,956	29.5%
10	259,600	74.2%	87,205	24.9%
12	152,258	74.4%	48,889	23.9%
15	109,264	71.9%	41,162	27.1%
16	185,566	68.5%	83,360	30.8%
17	169,366	71.3%	65,264	27.5%
19	151,370	75.9%	45,969	23.1%
20	145,955	75.3%	45,547	23.5%
21	161,636	74.6%	53,846	24.9%
22	260,061	75.9%	79,488	23.2%
23	176,095	76.5%	51,835	22.5%
National	3,107,281	73.8%	1,056,073	25.1%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-3. Enrollees' perceived health status, by income and VISN

VISN	<\$35,000						\$35,000+					
	Excellent/Very good/Good		Fair/Poor		Missing		Excellent/Very good/Good		Fair/Poor		Missing	
1	84,121	70.7%	33,522	28.2%	NA	NA	169,429	85.2%	29,202	14.7%	NA	NA
2	103,534	67.5%	47,216	30.8%	NA	NA	196,091	79.9%	48,291	19.7%	NA	NA
4	124,803	71.7%	47,830	27.5%	NA	NA	163,905	81.0%	38,123	18.8%	NA	NA
5	58,976	66.0%	29,603	33.1%	NA	NA	178,617	83.6%	34,139	16.0%	NA	NA
6	135,104	67.8%	61,930	31.1%	NA	NA	226,146	69.8%	96,184	29.7%	NA	NA
7	146,581	62.7%	85,566	36.6%	NA	NA	290,335	77.1%	83,029	22.0%	NA	NA
8	219,780	68.3%	99,029	30.8%	NA	NA	291,348	76.2%	89,948	23.5%	NA	NA
9	109,473	63.1%	61,476	35.4%	NA	NA	138,957	75.9%	43,669	23.9%	NA	NA
10	198,207	68.8%	86,785	30.1%	NA	NA	269,501	78.8%	70,332	20.6%	NA	NA
12	96,806	67.1%	45,280	31.4%	NA	NA	154,126	77.2%	43,354	21.7%	NA	NA
15	102,326	71.5%	39,186	27.4%	NA	NA	134,752	80.5%	32,169	19.2%	NA	NA
16	155,975	63.1%	89,745	36.3%	NA	NA	220,546	72.7%	80,752	26.6%	NA	NA
17	140,112	67.4%	66,319	31.9%	NA	NA	275,483	74.0%	95,269	25.6%	NA	NA
19	114,779	71.5%	42,091	26.2%	NA	NA	212,155	80.4%	50,742	19.2%	NA	NA
20	115,668	71.0%	45,873	28.2%	NA	NA	221,156	81.6%	49,011	18.1%	NA	NA
21	110,954	69.7%	47,853	30.1%	NA	NA	213,106	78.6%	56,471	20.8%	NA	NA
22	193,035	71.6%	75,266	27.9%	NA	NA	337,673	77.6%	96,228	22.1%	NA	NA
23	109,905	69.7%	46,787	29.7%	NA	NA	195,638	83.0%	39,509	16.8%	NA	NA
National	2,320,139	68.2%	1,051,357	30.9%	32,896	1.0%	3,888,964	78.0%	1,076,422	21.6%	22,894	0.5%

Denominator is the enrollee population by income and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN

VISN	Priority groups 1-3							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	108,539	64.6%	36,109	21.5%	12,872	7.7%	10,512	6.3%
2	100,722	59.9%	43,635	25.9%	10,604	6.3%	13,270	7.9%
4	113,471	65.4%	36,503	21.0%	15,487	8.9%	NA	NA
5	125,532	67.6%	33,038	17.8%	17,845	9.6%	9,203	5.0%
6	184,052	54.9%	82,237	24.5%	39,320	11.7%	29,739	8.9%
7	240,609	61.2%	88,489	22.5%	37,840	9.6%	26,251	6.7%
8	212,732	55.7%	91,240	23.9%	29,599	7.8%	48,162	12.6%
9	113,598	53.9%	53,534	25.4%	22,326	10.6%	21,287	10.1%
10	213,487	66.0%	62,697	19.4%	27,239	8.4%	19,857	6.1%
12	101,622	64.7%	34,301	21.8%	10,916	6.9%	10,268	6.5%
15	118,812	71.2%	22,892	13.7%	15,256	9.1%	9,813	5.9%
16	189,673	58.2%	78,594	24.1%	24,908	7.6%	32,942	10.1%
17	229,959	58.5%	88,003	22.4%	35,175	9.0%	39,674	10.1%
19	184,745	66.8%	54,997	19.9%	21,482	7.8%	15,535	5.6%
20	181,008	68.2%	52,641	19.8%	18,462	7.0%	13,125	4.9%
21	161,978	66.1%	50,941	20.8%	16,843	6.9%	15,347	6.3%
22	262,088	64.1%	82,865	20.3%	33,126	8.1%	30,573	7.5%
23	165,352	70.1%	42,102	17.8%	13,606	5.8%	14,937	6.3%
National	3,007,979	62.5%	1,034,818	21.5%	402,906	8.4%	368,502	7.7%

Denominator is the enrollee population by priority group and VISN.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 4-6							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	51,024	66.8%	14,680	19.2%	5,845	7.7%	NA	NA
2	70,447	66.0%	21,349	20.0%	6,705	6.3%	8,281	7.8%
4	67,287	64.1%	23,594	22.5%	NA	NA	6,206	5.9%
5	39,854	62.2%	12,426	19.4%	5,980	9.3%	5,848	9.1%
6	73,073	63.8%	27,947	24.4%	NA	NA	8,105	7.1%
7	80,512	61.3%	26,655	20.3%	10,728	8.2%	13,473	10.3%
8	123,968	64.4%	37,020	19.2%	15,859	8.2%	15,581	8.1%
9	57,794	65.1%	17,597	19.8%	5,868	6.6%	7,455	8.4%
10	120,164	65.4%	34,462	18.8%	16,147	8.8%	12,935	7.0%
12	57,506	59.2%	24,190	24.9%	10,277	10.6%	5,236	5.4%
15	52,551	63.8%	16,886	20.5%	8,033	9.8%	NA	NA
16	89,008	64.3%	23,930	17.3%	14,985	10.8%	10,525	7.6%
17	70,077	63.5%	23,294	21.1%	5,655	5.1%	11,385	10.3%
19	63,378	72.0%	14,300	16.2%	5,060	5.7%	5,272	6.0%
20	70,859	69.6%	15,222	15.0%	5,194	5.1%	10,463	10.3%
21	70,517	66.1%	19,902	18.7%	8,037	7.5%	8,227	7.7%
22	127,391	71.8%	28,421	16.0%	12,917	7.3%	8,605	4.9%
23	58,749	73.2%	11,670	14.5%	4,861	6.1%	5,029	6.3%
National	1,344,159	65.7%	393,545	19.2%	155,458	7.6%	152,260	7.4%

Denominator is the enrollee population by priority group and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 7-8							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	66,805	78.2%	11,460	13.4%	NA	NA	3,537	4.1%
2	100,284	73.5%	22,102	16.2%	8,402	6.2%	5,587	4.1%
4	83,062	75.1%	16,283	14.7%	NA	NA	NA	NA
5	49,279	77.6%	8,863	14.0%	NA	NA	NA	NA
6	73,226	77.9%	14,105	15.0%	NA	NA	NA	NA
7	80,052	76.7%	16,515	15.8%	NA	NA	NA	NA
8	109,836	70.9%	30,933	20.0%	9,140	5.9%	NA	NA
9	53,144	78.6%	9,443	14.0%	NA	NA	NA	NA
10	112,963	78.0%	20,437	14.1%	6,144	4.2%	NA	NA
12	75,285	73.6%	17,672	17.3%	5,051	4.9%	NA	NA
15	51,077	72.6%	13,301	18.9%	NA	NA	NA	NA
16	76,246	70.8%	21,895	20.3%	NA	NA	NA	NA
17	73,995	79.5%	12,890	13.9%	3,249	3.5%	NA	NA
19	61,554	77.7%	11,024	13.9%	4,244	5.4%	2,387	3.0%
20	61,225	76.0%	11,695	14.5%	NA	NA	NA	NA
21	66,397	72.8%	17,545	19.2%	3,979	4.4%	3,336	3.7%
22	108,682	76.5%	19,306	13.6%	7,510	5.3%	6,503	4.6%
23	74,154	80.0%	12,340	13.3%	3,800	4.1%	2,439	2.6%
National	1,377,266	75.6%	287,809	15.8%	86,192	4.7%	69,630	3.8%

Denominator is the enrollee population by priority group and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN

VISN	<45							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	48,433	70.6%	NA	NA	NA	NA	NA	NA
2	51,566	64.0%	NA	NA	NA	NA	NA	NA
4	NA	NA	NA	NA	NA	NA	NA	NA
5	49,942	70.9%	NA	NA	NA	NA	NA	NA
6	74,361	58.5%	NA	NA	NA	NA	NA	NA
7	98,134	68.7%	NA	NA	NA	NA	NA	NA
8	78,723	59.9%	34,262	26.1%	NA	NA	NA	NA
9	37,716	53.9%	NA	NA	NA	NA	NA	NA
10	89,779	83.5%	NA	NA	NA	NA	NA	NA
12	46,509	67.2%	NA	NA	NA	NA	NA	NA
15	60,977	83.6%	NA	NA	NA	NA	NA	NA
16	71,647	64.0%	NA	NA	NA	NA	NA	NA
17	85,660	60.3%	NA	NA	NA	NA	NA	NA
19	81,657	74.0%	NA	NA	NA	NA	NA	NA
20	92,578	73.9%	NA	NA	NA	NA	NA	NA
21	72,396	70.5%	23,035	22.4%	NA	NA	NA	NA
22	127,073	73.2%	NA	NA	NA	NA	NA	NA
23	74,187	80.3%	NA	NA	NA	NA	NA	NA
National	1,299,501	69.1%	374,007	19.9%	110,030	5.9%	96,043	5.1%

Denominator is the enrollee population by age and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	45-64							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	61,733	77.8%	10,457	13.2%	NA	NA	NA	NA
2	76,067	75.2%	15,498	15.3%	5,703	5.6%	NA	NA
4	63,129	73.3%	12,858	14.9%	NA	NA	NA	NA
5	89,987	73.9%	17,527	14.4%	8,400	6.9%	5,929	4.9%
6	112,613	61.2%	43,515	23.7%	15,974	8.7%	11,771	6.4%
7	144,749	64.8%	49,647	22.2%	19,008	8.5%	NA	NA
8	135,184	62.3%	42,089	19.4%	19,310	8.9%	20,342	9.4%
9	75,399	64.2%	24,874	21.2%	10,760	9.2%	6,364	5.4%
10	134,695	69.2%	30,419	15.6%	18,809	9.7%	NA	NA
12	63,250	76.5%	10,007	12.1%	NA	NA	NA	NA
15	67,870	71.8%	15,427	16.3%	NA	NA	NA	NA
16	122,200	64.5%	33,147	17.5%	19,328	10.2%	14,785	7.8%
17	141,647	65.4%	43,513	20.1%	15,731	7.3%	15,670	7.2%
19	96,894	72.2%	20,173	15.0%	9,973	7.4%	7,184	5.4%
20	97,329	75.8%	15,848	12.3%	7,855	6.1%	7,322	5.7%
21	94,063	76.0%	16,842	13.6%	7,750	6.3%	NA	NA
22	145,934	68.9%	36,293	17.1%	17,181	8.1%	12,523	5.9%
23	66,009	76.3%	12,930	14.9%	4,815	5.6%	NA	NA
National	1,788,752	69.0%	451,064	17.4%	203,734	7.9%	149,131	5.8%

Denominator is the enrollee population by age and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	65+							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	116,202	63.9%	38,246	21.0%	13,574	7.5%	13,754	7.6%
2	143,819	62.6%	48,929	21.3%	16,971	7.4%	19,916	8.7%
4	142,528	64.2%	51,808	23.3%	14,054	6.3%	13,752	6.2%
5	74,736	61.8%	26,102	21.6%	11,107	9.2%	8,992	7.4%
6	143,376	61.5%	47,923	20.6%	17,683	7.6%	24,001	10.3%
7	158,290	60.3%	57,116	21.7%	22,302	8.5%	24,944	9.5%
8	232,629	61.1%	82,844	21.8%	30,712	8.1%	34,657	9.1%
9	111,421	62.0%	38,701	21.5%	14,187	7.9%	15,405	8.6%
10	222,140	63.5%	72,938	20.9%	27,993	8.0%	26,634	7.6%
12	124,655	60.9%	45,694	22.3%	17,838	8.7%	16,584	8.1%
15	93,593	61.6%	32,035	21.1%	15,266	10.0%	11,130	7.3%
16	161,081	59.5%	59,270	21.9%	24,055	8.9%	26,452	9.8%
17	146,725	61.7%	51,873	21.8%	17,874	7.5%	21,187	8.9%
19	131,125	65.8%	40,020	20.1%	13,788	6.9%	14,480	7.3%
20	123,185	63.5%	42,064	21.7%	14,203	7.3%	14,388	7.4%
21	132,435	61.1%	48,510	22.4%	17,240	8.0%	18,484	8.5%
22	225,154	65.7%	65,715	19.2%	27,272	8.0%	24,427	7.1%
23	158,059	68.7%	41,311	18.0%	14,678	6.4%	16,029	7.0%
National	2,641,153	62.8%	891,099	21.2%	330,797	7.9%	345,216	8.2%

Denominator is the enrollee population by age and VISN.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN

VISN	<\$35,000							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	69,292	58.2%	27,878	23.4%	13,009	10.9%	8,843	7.4%
2	87,094	56.8%	37,773	24.6%	13,642	8.9%	14,836	9.7%
4	100,446	57.7%	43,951	25.3%	18,393	10.6%	11,179	6.4%
5	50,127	56.1%	21,208	23.7%	8,887	9.9%	9,190	10.3%
6	107,730	54.1%	59,598	29.9%	14,323	7.2%	17,535	8.8%
7	134,050	57.3%	57,674	24.7%	22,180	9.5%	19,998	8.5%
8	178,173	55.3%	78,202	24.3%	30,605	9.5%	35,029	10.9%
9	95,101	54.8%	46,645	26.9%	15,454	8.9%	16,303	9.4%
10	182,761	63.4%	60,125	20.9%	25,397	8.8%	19,902	6.9%
12	86,025	59.6%	34,880	24.2%	13,519	9.4%	9,831	6.8%
15	91,145	63.7%	30,840	21.5%	11,866	8.3%	9,335	6.5%
16	130,570	52.8%	68,359	27.7%	25,075	10.1%	23,068	9.3%
17	109,430	52.6%	56,316	27.1%	19,667	9.5%	22,463	10.8%
19	106,040	66.1%	32,942	20.5%	10,794	6.7%	10,731	6.7%
20	100,432	61.7%	33,973	20.9%	13,823	8.5%	14,593	9.0%
21	98,278	61.8%	36,862	23.2%	12,664	8.0%	11,284	7.1%
22	173,591	64.4%	51,385	19.1%	22,483	8.3%	22,008	8.2%
23	97,228	61.7%	38,755	24.6%	11,007	7.0%	10,594	6.7%
National	1,997,513	58.7%	817,366	24.0%	302,788	8.9%	286,722	8.4%

Denominator is the enrollee population by income and VISN.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN (continued)

VISN	\$35,000+							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	149,918	75.4%	31,335	15.8%	8,813	4.4%	8,772	4.4%
2	175,122	71.4%	47,675	19.4%	11,107	4.5%	11,494	4.7%
4	154,394	76.3%	30,662	15.1%	NA	NA	8,942	4.4%
5	159,855	74.8%	31,495	14.7%	15,263	7.1%	7,064	3.3%
6	211,901	65.4%	56,931	17.6%	32,414	10.0%	22,576	7.0%
7	260,221	69.1%	66,217	17.6%	29,291	7.8%	21,048	5.6%
8	253,702	66.3%	77,018	20.1%	19,941	5.2%	31,913	8.3%
9	124,149	67.8%	31,938	17.4%	13,094	7.2%	13,873	7.6%
10	249,192	72.8%	53,895	15.8%	22,019	6.4%	16,976	5.0%
12	142,972	71.6%	35,983	18.0%	11,615	5.8%	9,076	4.5%
15	124,909	74.6%	21,278	12.7%	13,694	8.2%	NA	NA
16	209,315	69.0%	53,143	17.5%	17,972	5.9%	22,975	7.6%
17	255,434	68.6%	63,918	17.2%	22,996	6.2%	29,988	8.1%
19	191,569	72.6%	44,924	17.0%	15,809	6.0%	11,447	4.3%
20	204,390	75.4%	43,168	15.9%	13,715	5.1%	9,656	3.6%
21	194,176	71.6%	48,923	18.0%	15,033	5.5%	13,168	4.9%
22	310,909	71.5%	74,751	17.2%	27,145	6.2%	22,294	5.1%
23	190,342	80.8%	24,804	10.5%	10,836	4.6%	9,714	4.1%
National	3,562,470	71.4%	838,058	16.8%	309,219	6.2%	278,533	5.6%

Denominator is the enrollee population by income and VISN.

A.6 Digital Access

Table A.6-1. Enrollees' awareness and use of My HealtheVet website, by age and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	<45		45-64		65+		<45		45-64		65+	
1	57,218	85.6%	46,076	64.0%	79,101	62.8%	38,639	67.5%	27,944	60.6%	44,903	56.8%
2	60,194	76.3%	54,157	60.0%	72,079	46.5%	38,874	64.6%	32,783	60.5%	38,617	53.6%
4	63,674	81.7%	48,938	61.5%	84,320	59.0%	NA	NA	31,205	63.8%	46,394	55.0%
5	49,686	71.0%	66,160	57.4%	40,004	49.4%	38,197	76.9%	41,719	63.1%	21,815	54.5%
6	102,705	80.9%	126,746	72.9%	93,393	53.9%	79,482	77.4%	85,770	67.7%	57,225	61.3%
7	109,403	78.1%	145,197	70.9%	111,559	58.8%	94,780	86.6%	94,877	65.3%	68,571	61.5%
8	114,854	88.3%	153,105	76.9%	183,252	63.2%	91,254	79.5%	109,577	71.6%	109,220	59.6%
9	54,728	78.2%	69,143	66.7%	68,455	58.6%	38,105	69.6%	45,096	65.2%	41,136	60.1%
10	83,994	79.1%	114,436	64.7%	135,257	55.5%	43,923	52.3%	79,180	69.2%	76,201	56.3%
12	51,819	75.6%	45,891	60.2%	74,633	55.1%	NA	NA	28,162	61.4%	43,259	58.0%
15	56,056	76.9%	47,785	56.0%	54,765	55.4%	NA	NA	28,554	59.8%	29,197	53.3%
16	87,662	79.4%	121,769	68.5%	90,457	52.3%	62,540	71.3%	78,566	64.5%	52,856	58.4%
17	111,622	79.2%	137,413	67.8%	88,117	51.4%	72,266	64.7%	97,224	70.8%	54,140	61.4%
19	79,175	74.7%	76,670	61.8%	71,293	49.7%	56,769	71.7%	46,311	60.4%	37,864	53.1%
20	86,215	69.0%	78,580	64.3%	78,974	53.5%	64,807	75.2%	50,151	63.8%	46,394	58.7%
21	73,493	72.4%	75,837	64.9%	86,844	53.2%	54,090	73.6%	49,150	64.8%	50,063	57.6%
22	132,430	77.3%	136,522	68.9%	135,414	50.6%	96,140	72.6%	99,004	72.5%	79,133	58.4%
23	58,640	65.4%	51,902	66.4%	89,032	57.6%	37,359	63.7%	35,992	69.3%	49,297	55.4%
National	1,433,568	77.4%	1,596,327	66.6%	1,636,949	55.1%	1,023,758	71.4%	1,061,265	66.5%	946,285	57.8%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.6-2. Enrollees' awareness and use of My HealtheVet website, by priority group and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	107,716	74.4%	33,512	64.6%	41,168	60.3%	68,573	63.7%	20,048	59.8%	22,866	55.5%
2	105,067	71.9%	41,794	57.6%	39,568	37.5%	70,903	67.5%	18,368	43.9%	21,004	53.1%
4	113,422	76.5%	40,730	59.4%	42,780	51.2%	81,874	72.2%	20,442	50.2%	22,332	52.2%
5	109,505	64.0%	23,375	56.7%	22,970	42.7%	78,155	71.4%	13,557	58.0%	10,019	43.6%
6	235,682	76.9%	51,131	58.3%	36,031	45.0%	166,273	70.5%	37,669	73.7%	18,535	51.4%
7	263,215	74.5%	56,183	58.9%	46,760	54.4%	198,030	75.2%	32,836	58.4%	27,363	58.5%
8	275,473	80.0%	98,307	69.3%	77,431	58.3%	202,972	73.7%	60,646	61.7%	46,433	60.0%
9	134,137	73.2%	32,658	60.3%	25,531	48.3%	92,164	68.7%	17,109	52.4%	15,065	59.0%
10	201,489	71.9%	76,678	59.7%	55,520	46.9%	135,176	67.1%	37,873	49.4%	26,255	47.3%
12	99,250	72.8%	37,788	56.1%	35,305	46.1%	65,751	66.2%	19,486	51.6%	16,633	47.1%
15	102,579	70.4%	33,993	59.8%	22,034	40.4%	68,280	66.6%	16,502	48.5%	12,004	54.5%
16	206,013	72.1%	53,435	57.1%	40,440	49.4%	142,983	69.4%	27,350	51.2%	23,628	58.4%
17	251,321	69.8%	47,435	60.9%	38,396	49.8%	168,300	67.0%	32,936	69.4%	22,394	58.3%
19	166,485	68.2%	33,169	50.9%	27,484	42.9%	109,546	65.8%	18,855	56.8%	12,543	45.6%
20	164,358	67.4%	46,084	57.1%	33,327	47.5%	115,496	70.3%	27,451	59.6%	18,405	55.2%
21	152,522	69.0%	50,286	59.6%	33,366	43.7%	107,467	70.5%	26,939	53.6%	18,896	56.6%
22	271,208	72.2%	78,098	57.0%	55,060	44.3%	197,900	73.0%	45,119	57.8%	31,258	56.8%
23	131,661	66.6%	32,325	60.4%	35,588	50.0%	85,710	65.1%	16,421	50.8%	20,516	57.6%
National	3,091,103	72.1%	866,981	59.5%	708,759	48.0%	2,155,553	69.7%	489,607	56.5%	386,149	54.5%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-3. Enrollees' awareness and use of My HealtheVet website, by income and VISN

VISN	Aware of My HealtheVet ¹				Use My HealtheVet ²			
	<\$35,000		\$35,000+		<\$35,000		\$35,000+	
1	54,418	67.9%	122,527	69.1%	31,813	58.5%	77,213	63.0%
2	62,798	62.4%	120,610	55.6%	32,177	51.2%	76,572	63.5%
4	81,644	71.2%	109,460	61.6%	45,814	56.1%	74,817	68.4%
5	36,807	64.7%	113,152	56.2%	20,217	54.9%	76,559	67.7%
6	106,976	68.5%	204,858	67.7%	67,632	63.2%	145,547	71.0%
7	132,012	76.4%	225,266	64.3%	87,232	66.1%	163,361	72.5%
8	187,901	76.1%	250,419	71.1%	126,704	67.4%	175,385	70.0%
9	83,103	68.7%	106,002	64.8%	51,242	61.7%	70,713	66.7%
10	136,874	66.8%	186,543	60.8%	77,975	57.0%	115,096	61.7%
12	59,773	60.2%	107,382	62.3%	32,639	54.6%	65,992	61.5%
15	64,779	64.6%	90,937	60.4%	36,895	57.0%	57,603	63.3%
16	112,710	65.2%	179,750	65.9%	73,730	65.4%	116,669	64.9%
17	105,866	67.8%	224,087	64.6%	72,245	68.2%	147,752	65.9%
19	70,423	60.6%	150,454	62.3%	42,339	60.1%	96,678	64.3%
20	86,463	67.2%	152,482	59.2%	57,624	66.6%	100,427	65.9%
21	75,131	60.9%	155,116	62.2%	41,126	54.7%	109,831	70.8%
22	141,551	66.7%	250,921	61.8%	78,726	55.6%	186,370	74.3%
23	67,692	67.9%	126,370	59.3%	37,798	55.8%	81,920	64.8%
National	1,666,921	67.7%	2,876,336	63.1%	1,013,928	60.8%	1,938,505	67.4%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN

VISN	Obtain information on VA benefits		Fill out health forms		Look for health information on VA website		Refill medication prescription		Watch educational health videos	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	238,067	89.9%	220,335	83.2%	232,426	87.8%	209,250	79.0%	192,610	72.7%
2	284,616	87.8%	254,492	78.5%	277,931	85.8%	249,248	76.9%	237,016	73.1%
4	268,476	89.3%	248,435	82.7%	259,635	86.4%	238,351	79.3%	220,658	73.4%
5	244,537	91.8%	227,846	85.6%	239,125	89.8%	219,084	82.3%	204,244	76.7%
6	426,759	90.0%	397,786	83.9%	415,822	87.7%	391,750	82.6%	368,493	77.7%
7	488,986	91.5%	459,328	85.9%	479,971	89.8%	458,473	85.8%	426,840	79.8%
8	562,813	90.9%	524,563	84.7%	545,030	88.0%	514,067	83.0%	466,481	75.3%
9	253,029	87.1%	234,801	80.9%	252,525	87.0%	241,317	83.1%	209,052	72.0%
10	455,150	86.4%	418,423	79.4%	443,862	84.2%	411,959	78.2%	370,631	70.3%
12	245,190	87.5%	226,760	80.9%	238,912	85.3%	218,273	77.9%	195,668	69.8%
15	222,172	86.4%	205,234	79.8%	216,747	84.3%	203,599	79.2%	174,952	68.0%
16	417,440	90.5%	388,202	84.2%	402,695	87.3%	375,690	81.5%	331,785	71.9%
17	473,162	91.9%	449,176	87.2%	454,606	88.3%	431,185	83.7%	393,470	76.4%
19	333,128	89.2%	308,019	82.5%	322,288	86.3%	296,080	79.3%	263,815	70.6%
20	355,691	90.1%	339,914	86.1%	351,519	89.1%	327,472	83.0%	279,032	70.7%
21	343,391	89.9%	321,314	84.1%	337,547	88.4%	315,573	82.6%	281,732	73.8%
22	577,091	90.6%	539,294	84.7%	563,442	88.5%	524,172	82.3%	476,077	74.8%
23	278,129	86.3%	249,757	77.5%	270,853	84.0%	250,424	77.7%	217,587	67.5%
National	6,467,827	89.5%	6,013,679	83.3%	6,304,936	87.3%	5,875,967	81.3%	5,310,143	73.5%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN (continued)

VISN	Join online support group		Complete online health assessment to measure stress/anxiety		Schedule medical appointments		Access personal health record		Access lab or X-ray test results	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	107,517	40.6%	164,762	62.2%	215,878	81.5%	223,143	84.3%	219,605	82.9%
2	145,447	44.9%	207,237	64.0%	254,493	78.5%	267,955	82.7%	263,220	81.2%
4	135,166	45.0%	191,871	63.9%	239,796	79.8%	254,623	84.7%	253,294	84.3%
5	139,229	52.3%	190,459	71.5%	224,741	84.4%	234,132	87.9%	233,855	87.8%
6	234,658	49.5%	328,757	69.4%	398,365	84.0%	413,109	87.2%	408,548	86.2%
7	270,265	50.6%	370,204	69.2%	456,900	85.5%	464,409	86.9%	463,510	86.7%
8	300,188	48.5%	424,729	68.6%	518,803	83.8%	532,457	86.0%	524,357	84.7%
9	131,403	45.2%	193,779	66.7%	234,298	80.7%	243,315	83.8%	240,156	82.7%
10	232,628	44.2%	324,778	61.6%	413,531	78.5%	430,126	81.6%	425,926	80.8%
12	121,666	43.4%	181,483	64.8%	216,091	77.1%	229,901	82.1%	223,754	79.9%
15	113,366	44.1%	162,570	63.2%	206,881	80.4%	212,629	82.7%	207,963	80.9%
16	203,046	44.0%	304,525	66.0%	384,272	83.3%	394,067	85.5%	387,093	83.9%
17	260,803	50.6%	365,253	70.9%	436,731	84.8%	452,152	87.8%	449,342	87.2%
19	166,123	44.5%	246,303	65.9%	297,186	79.6%	316,580	84.8%	311,495	83.4%
20	183,695	46.5%	280,510	71.1%	337,972	85.6%	347,744	88.1%	343,032	86.9%
21	180,586	47.3%	261,784	68.6%	319,111	83.6%	327,555	85.8%	328,382	86.0%
22	316,742	49.7%	440,360	69.2%	535,321	84.1%	542,533	85.2%	542,993	85.3%
23	131,518	40.8%	204,486	63.4%	250,683	77.8%	265,741	82.4%	261,575	81.1%
National	3,374,046	46.7%	4,843,850	67.1%	5,941,053	82.2%	6,152,171	85.2%	6,088,100	84.3%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN (continued)

VISN	Use "app" to track health measures		Receive health-related text messages on mobile device		Communicate with providers	
	Count	Percentage	Count	Percentage	Count	Percentage
1	185,845	70.2%	196,501	74.2%	217,962	82.3%
2	225,251	69.5%	246,097	76.0%	258,861	79.9%
4	210,713	70.1%	231,147	76.9%	244,750	81.4%
5	203,520	76.4%	216,568	81.3%	228,210	85.7%
6	348,783	73.6%	386,509	81.5%	403,774	85.2%
7	420,848	78.7%	455,875	85.3%	470,544	88.0%
8	454,672	73.4%	506,314	81.8%	529,906	85.6%
9	210,905	72.6%	239,687	82.5%	240,707	82.9%
10	353,596	67.1%	393,566	74.7%	422,252	80.1%
12	194,362	69.4%	215,471	76.9%	223,051	79.6%
15	177,360	69.0%	198,265	77.1%	205,993	80.1%
16	342,131	74.2%	379,499	82.3%	394,273	85.5%
17	408,277	79.3%	429,848	83.5%	449,206	87.2%
19	265,573	71.1%	288,395	77.2%	306,684	82.1%
20	290,111	73.5%	313,493	79.4%	341,153	86.4%
21	277,135	72.6%	302,160	79.1%	332,045	87.0%
22	471,964	74.1%	509,682	80.0%	549,115	86.2%
23	214,352	66.5%	240,490	74.6%	254,835	79.0%
National	5,255,398	72.8%	5,749,567	79.6%	6,073,321	84.1%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-5. Enrollees' reported reasons for using My HealtheVet website, by VISN

VISN	Look for health information		Communicate with health care provider		See lab test results		Read provider's notes from visits		See VA appointments	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	80,432	72.1%	73,329	65.8%	78,044	70.0%	66,620	59.8%	90,913	81.5%
2	79,137	71.8%	69,452	63.0%	76,614	69.5%	64,818	58.8%	85,493	77.5%
4	84,714	68.0%	80,118	64.3%	87,767	70.4%	65,003	52.1%	90,787	72.8%
5	81,945	80.6%	71,495	70.3%	80,548	79.2%	68,319	67.2%	83,517	82.1%
6	179,463	80.7%	164,072	73.7%	163,894	73.7%	139,065	62.5%	190,868	85.8%
7	195,883	75.9%	183,339	71.0%	194,711	75.4%	168,700	65.3%	213,760	82.8%
8	234,553	75.6%	228,100	73.6%	243,550	78.6%	201,060	64.8%	270,713	87.3%
9	94,260	75.8%	76,308	61.4%	95,931	77.2%	78,299	63.0%	96,050	77.2%
10	142,801	71.6%	118,921	59.7%	137,569	69.0%	110,665	55.5%	155,794	78.2%
12	70,098	68.8%	59,732	58.6%	71,253	69.9%	58,392	57.3%	71,019	69.7%
15	69,158	71.5%	74,628	77.1%	79,489	82.1%	66,321	68.5%	86,862	89.7%
16	140,196	72.3%	113,076	58.3%	132,330	68.2%	102,371	52.8%	157,438	81.2%
17	169,050	75.6%	150,874	67.5%	159,977	71.5%	137,032	61.3%	173,018	77.4%
19	101,350	71.9%	87,003	61.7%	98,415	69.8%	84,956	60.3%	104,833	74.4%
20	117,712	73.0%	106,582	66.1%	115,492	71.6%	99,660	61.8%	114,712	71.1%
21	110,952	72.4%	105,661	68.9%	108,394	70.7%	91,927	60.0%	121,989	79.6%
22	208,413	76.0%	193,073	70.4%	210,199	76.6%	178,426	65.1%	232,506	84.8%
23	88,726	72.3%	75,363	61.4%	85,841	70.0%	72,053	58.7%	85,998	70.1%
National	2,248,843	74.2%	2,031,126	67.0%	2,220,018	73.2%	1,853,687	61.2%	2,426,270	80.0%

Denominator is the enrollee population who were Internet users and who indicated they were both aware of and users of My HealtheVet, by VISN.

Table A.6-5. Enrollees' reported reasons for using My HealtheVet website, by VISN (continued)

VISN	Refill prescriptions		Enter information into Personal Health Record (PHR)		Some other reason	
1	72,495	65.0%	45,402	40.7%	24,630	22.1%
2	75,072	68.1%	48,311	43.8%	32,416	29.4%
4	84,331	67.7%	48,821	39.2%	33,023	26.5%
5	70,320	69.1%	46,872	46.1%	28,685	28.2%
6	159,497	71.7%	92,872	41.7%	58,221	26.2%
7	199,720	77.3%	96,282	37.3%	68,545	26.5%
8	242,427	78.2%	150,642	48.6%	86,091	27.8%
9	91,389	73.5%	55,838	44.9%	43,882	35.3%
10	138,794	69.6%	84,196	42.2%	49,045	24.6%
12	68,196	66.9%	37,217	36.5%	28,922	28.4%
15	70,527	72.9%	44,077	45.5%	26,771	27.7%
16	143,840	74.2%	72,769	37.5%	53,660	27.7%
17	169,514	75.8%	97,063	43.4%	63,886	28.6%
19	96,937	68.8%	63,203	44.8%	39,965	28.4%
20	114,726	71.1%	76,197	47.2%	41,873	26.0%
21	114,363	74.6%	68,325	44.6%	42,476	27.7%
22	197,945	72.2%	119,706	43.6%	81,370	29.7%
23	81,941	66.8%	41,678	34.0%	22,672	18.5%
National	2,192,034	72.3%	1,289,471	42.5%	826,133	27.3%

Denominator is the enrollee population who were Internet users and who indicated they were both aware of and users of My HealtheVet, by VISN.

A.7 Enrollees' Views of VA and Non-VA Health Care

Table A.7-1. Enrollees' perceptions of VA health care services at a VA facility, by VISN

VISN	Easy to get appointments within reasonable time		Available appointments at convenient hours/days		Appointments took place as scheduled		Easy access to the VA facility		Short wait times after arriving for appointment	
1	162,922	82.0%	174,497	87.8%	175,662	88.4%	167,969	84.5%	175,537	88.3%
2	179,013	82.4%	186,083	85.6%	187,546	86.3%	182,272	83.9%	187,976	86.5%
4	224,784	85.1%	228,352	86.5%	226,899	85.9%	226,292	85.7%	225,811	85.5%
5	120,512	75.1%	131,053	81.7%	135,031	84.1%	127,412	79.4%	129,197	80.5%
6	248,019	71.3%	283,351	81.5%	277,052	79.7%	288,626	83.0%	272,321	78.3%
7	254,691	71.4%	286,679	80.3%	293,241	82.2%	296,533	83.1%	265,158	74.3%
8	400,534	78.2%	419,465	81.9%	439,377	85.8%	421,421	82.3%	411,174	80.3%
9	196,824	81.6%	207,140	85.9%	206,354	85.6%	198,554	82.3%	202,649	84.0%
10	328,866	81.3%	346,595	85.7%	357,870	88.5%	354,459	87.6%	346,251	85.6%
12	190,063	82.6%	197,412	85.8%	199,626	86.8%	194,512	84.5%	193,742	84.2%
15	169,554	85.3%	177,906	89.5%	168,701	84.9%	166,942	84.0%	166,343	83.7%
16	267,131	76.3%	287,660	82.2%	280,752	80.2%	284,281	81.2%	255,844	73.1%
17	253,579	72.8%	273,711	78.6%	287,633	82.6%	288,561	82.8%	274,817	78.9%
19	201,185	76.5%	226,491	86.2%	227,626	86.6%	225,691	85.9%	223,987	85.2%
20	182,860	75.4%	197,880	81.6%	217,388	89.7%	207,480	85.6%	207,979	85.8%
21	195,476	72.0%	219,497	80.8%	227,001	83.6%	221,427	81.5%	224,071	82.5%
22	301,160	73.4%	327,955	80.0%	344,937	84.1%	324,958	79.2%	320,302	78.1%
23	224,653	86.0%	234,653	89.8%	238,343	91.2%	234,152	89.6%	237,606	91.0%
National	4,101,826	77.7%	4,406,380	83.5%	4,491,039	85.1%	4,411,541	83.6%	4,320,764	81.9%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2020.

Table A.7-1. Enrollees' perceptions of VA health care services at a VA facility, by VISN (continued)

VISN	Getting around facility was easy		Personnel were welcoming and helpful	
1	178,043	89.6%	184,377	92.8%
2	198,302	91.3%	198,873	91.5%
4	241,280	91.4%	245,192	92.8%
5	142,919	89.1%	140,205	87.4%
6	303,435	87.3%	307,251	88.4%
7	293,779	82.3%	313,046	87.7%
8	456,818	89.2%	457,128	89.3%
9	207,471	86.0%	211,709	87.8%
10	362,483	89.6%	366,691	90.7%
12	208,690	90.7%	210,111	91.3%
15	177,269	89.2%	179,524	90.3%
16	298,634	85.3%	296,482	84.7%
17	308,831	88.6%	303,818	87.2%
19	237,424	90.3%	236,228	89.9%
20	216,264	89.2%	224,099	92.4%
21	234,150	86.2%	241,967	89.1%
22	357,196	87.1%	358,884	87.5%
23	239,641	91.7%	243,612	93.3%
National	4,662,629	88.3%	4,719,196	89.4%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2020.

Table A.7-1a. Enrollees' perceptions of health care services at non-VA facility, by VISN

VISN	Easy to get appointments within reasonable time		Available appointments at convenient hours/days		Appointments took place as scheduled		Easy access to the VA-approved facility		Short wait times after arriving for appointment	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	58,003	85.7%	60,858	89.9%	61,596	91.0%	58,472	86.4%	59,517	88.0%
2	37,720	79.9%	38,282	81.1%	37,762	80.0%	37,426	79.3%	37,199	78.8%
4	69,353	84.1%	72,521	87.9%	75,154	91.1%	71,688	86.9%	74,622	90.4%
5	47,839	79.0%	47,940	79.2%	50,397	83.2%	47,736	78.8%	49,220	81.3%
6	126,259	84.0%	130,633	86.9%	130,771	87.0%	127,940	85.1%	126,417	84.1%
7	105,148	69.9%	120,513	80.1%	123,378	82.0%	114,994	76.4%	123,426	82.0%
8	133,479	84.5%	135,808	86.0%	135,552	85.8%	131,490	83.3%	130,683	82.8%
9	75,168	79.0%	79,800	83.8%	81,451	85.6%	75,377	79.2%	76,589	80.5%
10	109,454	84.6%	111,838	86.4%	115,680	89.4%	109,919	84.9%	110,778	85.6%
12	68,192	85.0%	68,534	85.5%	71,996	89.8%	66,097	82.4%	67,779	84.5%
15	62,646	86.8%	66,640	92.3%	65,375	90.5%	63,373	87.8%	64,216	88.9%
16	120,692	81.7%	123,369	83.6%	126,009	85.3%	119,026	80.6%	123,431	83.6%
17	116,864	83.4%	120,917	86.3%	122,004	87.0%	119,833	85.5%	121,027	86.3%
19	102,106	79.2%	114,728	88.9%	116,094	90.0%	107,513	83.4%	112,077	86.9%
20	99,766	81.5%	107,924	88.1%	112,397	91.8%	106,679	87.1%	109,358	89.3%
21	73,971	76.7%	79,513	82.4%	83,690	86.7%	78,186	81.0%	77,727	80.6%
22	120,483	78.1%	126,704	82.1%	132,349	85.8%	122,497	79.4%	116,738	75.7%
23	91,217	87.5%	93,571	89.8%	92,730	89.0%	88,804	85.2%	92,478	88.8%
National	1,618,360	81.4%	1,700,092	85.5%	1,734,386	87.2%	1,647,050	82.9%	1,673,285	84.2%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2020.

Table A.7-1a. Enrollees' perceptions of health care services at non-VA facility, by VISN (continued)

VISN	Getting around facility was easy		Personnel were welcoming and helpful	
1	62,247	92.0%	62,129	91.8%
2	38,388	81.3%	39,191	83.0%
4	77,016	93.3%	76,913	93.2%
5	51,732	85.4%	50,092	82.7%
6	137,555	91.5%	135,767	90.3%
7	131,428	87.4%	128,950	85.7%
8	136,505	86.4%	135,657	85.9%
9	82,130	86.3%	84,240	88.5%
10	113,947	88.0%	112,542	87.0%
12	71,873	89.6%	71,578	89.3%
15	64,024	88.7%	66,966	92.7%
16	130,429	88.3%	124,522	84.3%
17	126,462	90.2%	126,601	90.3%
19	115,104	89.2%	115,378	89.5%
20	110,700	90.4%	112,129	91.6%
21	83,501	86.6%	83,139	86.2%
22	129,456	83.9%	132,964	86.2%
23	94,339	90.5%	94,159	90.4%
National	1,756,836	88.4%	1,752,916	88.2%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2020.

Table A.7-2. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at a VA facility, by VISN

VISN	Respect shown to you by health care professionals		How clearly your health care providers explained your health problems		How clearly your health care providers explained options and choices about care with you		Opportunities for you to participate in decisions about your care		The way providers listened to you	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	186,206	93.7%	170,922	86.0%	168,573	84.8%	168,342	84.7%	170,482	85.8%
2	196,270	90.3%	185,823	85.5%	181,582	83.6%	177,553	81.7%	184,712	85.0%
4	244,767	92.7%	235,234	89.1%	229,355	86.8%	231,552	87.7%	233,033	88.2%
5	142,797	89.0%	137,076	85.4%	134,549	83.8%	135,209	84.2%	132,985	82.9%
6	303,889	87.4%	287,167	82.6%	269,264	77.4%	275,020	79.1%	276,446	79.5%
7	318,889	89.4%	302,445	84.8%	292,116	81.9%	289,987	81.3%	293,347	82.2%
8	459,492	89.8%	439,794	85.9%	422,724	82.6%	412,164	80.5%	432,540	84.5%
9	211,586	87.7%	202,038	83.8%	189,894	78.7%	193,117	80.1%	198,570	82.3%
10	365,924	90.5%	345,563	85.4%	338,019	83.6%	341,158	84.3%	336,720	83.2%
12	212,414	92.3%	203,566	88.5%	198,325	86.2%	194,078	84.4%	196,675	85.5%
15	180,556	90.9%	171,119	86.1%	169,428	85.3%	162,474	81.8%	165,823	83.4%
16	297,747	85.1%	282,473	80.7%	269,202	76.9%	273,014	78.0%	281,622	80.5%
17	304,017	87.3%	288,562	82.8%	275,872	79.2%	268,758	77.1%	287,863	82.6%
19	234,187	89.1%	219,696	83.6%	211,766	80.6%	218,904	83.3%	219,085	83.4%
20	223,801	92.3%	212,583	87.7%	199,385	82.3%	202,338	83.5%	206,780	85.3%
21	242,223	89.2%	231,583	85.3%	222,209	81.8%	221,000	81.4%	225,290	82.9%
22	365,710	89.2%	349,388	85.2%	332,572	81.1%	328,245	80.0%	341,806	83.4%
23	242,258	92.7%	232,788	89.1%	223,769	85.7%	227,375	87.0%	226,998	86.9%
National	4,732,732	89.7%	4,497,819	85.2%	4,328,605	82.0%	4,320,287	81.9%	4,410,777	83.6%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2020.

Table A.7-2. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at a VA facility, by VISN (continued)

VISN	The manner in which your providers accepted you for who you are		The way your privacy was respected		Your ability to get referrals for specialist care or special equipment	
	Count	Percentage	Count	Percentage	Count	Percentage
1	180,434	90.8%	183,516	92.3%	152,148	76.6%
2	192,026	88.4%	198,330	91.3%	162,519	74.8%
4	237,994	90.1%	242,473	91.8%	201,602	76.3%
5	138,077	86.0%	143,547	89.4%	118,397	73.8%
6	289,116	83.2%	310,701	89.4%	237,323	68.3%
7	304,611	85.4%	324,627	91.0%	241,055	67.6%
8	449,953	87.9%	472,692	92.3%	384,542	75.1%
9	203,959	84.6%	220,635	91.5%	183,363	76.0%
10	353,611	87.4%	373,789	92.4%	294,330	72.8%
12	199,966	86.9%	211,678	92.0%	177,567	77.2%
15	175,443	88.3%	182,671	91.9%	146,831	73.9%
16	291,346	83.2%	306,905	87.7%	238,739	68.2%
17	296,552	85.1%	313,854	90.1%	246,787	70.8%
19	227,449	86.5%	241,370	91.8%	186,749	71.0%
20	216,936	89.5%	222,037	91.6%	179,661	74.1%
21	230,035	84.7%	242,054	89.1%	202,539	74.6%
22	356,225	86.9%	363,218	88.6%	298,349	72.8%
23	238,807	91.4%	244,920	93.8%	207,106	79.3%
National	4,582,542	86.8%	4,799,018	90.9%	3,859,608	73.1%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2020.

Table A.7-2a. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at non-VA facility, by VISN

VISN	Respect shown to you by health care professionals		How clearly your health care providers explained your health problems		How clearly your health care providers explained options and choices about care with you		Opportunities for you to participate in decisions about your care		The way providers listened to you	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	61,933	91.5%	60,435	89.3%	59,789	88.4%	58,342	86.2%	60,354	89.2%
2	38,271	81.1%	36,621	77.6%	36,214	76.7%	35,682	75.6%	37,112	78.6%
4	76,709	93.0%	75,442	91.4%	71,582	86.8%	68,681	83.2%	73,902	89.6%
5	51,547	85.1%	50,744	83.8%	48,464	80.0%	47,806	79.0%	49,583	81.9%
6	138,132	91.9%	127,661	84.9%	124,165	82.6%	123,967	82.5%	123,739	82.3%
7	124,552	82.8%	125,072	83.1%	117,015	77.8%	106,309	70.7%	109,986	73.1%
8	138,502	87.7%	133,169	84.3%	131,604	83.3%	129,535	82.0%	130,895	82.9%
9	81,378	85.5%	77,152	81.0%	76,422	80.3%	70,119	73.7%	72,898	76.6%
10	114,823	88.7%	113,655	87.8%	109,538	84.6%	108,338	83.7%	111,166	85.9%
12	72,299	90.2%	68,790	85.8%	68,408	85.3%	67,955	84.7%	70,127	87.5%
15	66,600	92.2%	61,971	85.8%	61,212	84.8%	61,981	85.8%	64,070	88.7%
16	119,417	80.9%	111,110	75.3%	107,392	72.7%	110,482	74.8%	114,656	77.7%
17	125,533	89.5%	118,191	84.3%	114,878	81.9%	109,491	78.1%	117,071	83.5%
19	114,874	89.1%	110,144	85.4%	109,295	84.7%	109,775	85.1%	110,462	85.6%
20	110,935	90.6%	107,843	88.1%	108,170	88.3%	105,273	86.0%	106,610	87.1%
21	83,118	86.2%	79,594	82.5%	78,703	81.6%	77,138	80.0%	81,201	84.2%
22	132,860	86.1%	127,189	82.4%	123,158	79.8%	120,184	77.9%	124,684	80.8%
23	94,998	91.2%	89,963	86.3%	88,439	84.9%	87,752	84.2%	91,004	87.3%
National	1,746,481	87.9%	1,674,744	84.2%	1,634,448	82.2%	1,598,811	80.4%	1,649,519	83.0%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2020.

Table A.7-2a. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at non-VA facility, by VISN (continued)

VISN	The manner in which your providers accepted you for who you are		The way your privacy was respected		Your ability to get referrals for specialist care or special equipment	
	Count	Percentage	Count	Percentage	Count	Percentage
1	60,298	89.1%	61,898	91.5%	56,413	83.4%
2	37,346	79.1%	39,539	83.7%	36,716	77.8%
4	75,418	91.4%	76,751	93.0%	64,449	78.1%
5	50,238	83.0%	53,039	87.6%	43,006	71.0%
6	128,779	85.7%	133,070	88.5%	104,973	69.8%
7	126,926	84.4%	127,964	85.0%	97,435	64.8%
8	137,055	86.8%	136,503	86.4%	114,356	72.4%
9	76,041	79.9%	83,618	87.8%	66,073	69.4%
10	111,558	86.2%	115,972	89.6%	99,423	76.8%
12	70,829	88.3%	71,437	89.1%	62,951	78.5%
15	66,083	91.5%	65,796	91.1%	57,849	80.1%
16	118,372	80.2%	123,191	83.4%	104,122	70.5%
17	122,419	87.3%	126,862	90.5%	104,688	74.7%
19	112,596	87.3%	115,962	89.9%	97,099	75.3%
20	109,500	89.4%	112,814	92.1%	95,032	77.6%
21	81,280	84.2%	83,881	86.9%	73,626	76.3%
22	129,327	83.8%	134,943	87.5%	113,964	73.9%
23	92,763	89.0%	94,844	91.0%	82,671	79.3%
National	1,706,830	85.9%	1,758,085	88.4%	1,474,844	74.2%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2020.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN

VISN	Primary		Service-related disability		Specific condition		Medical devices	
1	145,241	44.0%	30,362	9.2%	26,949	8.2%	17,968	5.4%
2	157,160	38.2%	45,411	11.0%	31,281	7.6%	20,872	5.1%
4	162,256	41.7%	38,883	10.0%	25,571	6.6%	20,630	5.3%
5	122,508	39.1%	52,734	16.8%	14,642	4.7%	15,626	5.0%
6	269,023	49.5%	83,178	15.3%	28,099	5.2%	24,310	4.5%
7	253,608	40.3%	122,102	19.4%	43,646	6.9%	30,336	4.8%
8	355,574	48.8%	82,839	11.4%	48,574	6.7%	36,840	5.1%
9	182,168	49.6%	55,403	15.1%	19,189	5.2%	14,810	4.0%
10	281,043	43.1%	75,118	11.5%	48,699	7.5%	32,945	5.1%
12	162,699	45.6%	43,979	12.3%	21,916	6.1%	16,397	4.6%
15	153,707	48.1%	39,223	12.3%	17,432	5.5%	16,592	5.2%
16	253,950	44.4%	100,734	17.6%	37,363	6.5%	22,806	4.0%
17	260,512	43.7%	112,730	18.9%	29,729	5.0%	20,200	3.4%
19	199,189	44.9%	65,375	14.7%	28,759	6.5%	22,120	5.0%
20	195,765	43.7%	78,913	17.6%	26,227	5.9%	19,155	4.3%
21	200,749	45.3%	64,360	14.5%	24,330	5.5%	19,005	4.3%
22	321,954	44.2%	104,190	14.3%	47,453	6.5%	34,169	4.7%
23	192,853	47.1%	50,143	12.3%	28,998	7.1%	24,621	6.0%
National	3,869,959	44.6%	1,245,677	14.4%	548,857	6.3%	409,402	4.7%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Prescriptions		Safety net		No plan to use VA	
1	23,894	7.2%	53,157	16.1%	12,642	3.8%
2	22,220	5.4%	78,550	19.1%	25,979	6.3%
4	30,682	7.9%	69,352	17.8%	16,048	4.1%
5	10,866	3.5%	58,298	18.6%	20,435	6.5%
6	20,659	3.8%	66,352	12.2%	31,841	5.9%
7	34,640	5.5%	82,677	13.1%	32,714	5.2%
8	29,445	4.0%	98,767	13.5%	31,825	4.4%
9	18,252	5.0%	43,787	11.9%	16,634	4.5%
10	40,214	6.2%	93,105	14.3%	38,904	6.0%
12	29,527	8.3%	44,447	12.5%	16,086	4.5%
15	16,852	5.3%	38,474	12.0%	20,833	6.5%
16	26,424	4.6%	73,968	12.9%	31,088	5.4%
17	20,455	3.4%	81,522	13.7%	37,827	6.3%
19	23,056	5.2%	51,704	11.6%	30,284	6.8%
20	20,178	4.5%	61,863	13.8%	24,729	5.5%
21	22,855	5.2%	68,669	15.5%	22,204	5.0%
22	24,326	3.3%	120,449	16.5%	42,275	5.8%
23	28,706	7.0%	41,962	10.3%	19,439	4.8%
National	443,251	5.1%	1,227,103	14.1%	471,787	5.4%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Other		Missing	
1	NA	NA	16,633	5.0%
2	6,657	1.6%	23,257	5.7%
4	NA	NA	20,323	5.2%
5	7,857	2.5%	10,273	3.3%
6	NA	NA	18,455	3.4%
7	NA	NA	25,259	4.0%
8	14,772	2.0%	30,453	4.2%
9	NA	NA	14,010	3.8%
10	NA	NA	28,528	4.4%
12	NA	NA	17,881	5.0%
15	NA	NA	11,818	3.7%
16	NA	NA	17,954	3.1%
17	7,529	1.3%	25,753	4.3%
19	6,490	1.5%	16,999	3.8%
20	NA	NA	15,939	3.6%
21	NA	NA	17,412	3.9%
22	6,989	1.0%	26,184	3.6%
23	5,521	1.3%	16,796	4.1%
National	110,562	1.3%	353,927	4.1%

Denominator is the enrollee population by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.7-4. Enrollees' use of VA services to meet their health care needs, by VISN

VISN	All		Most		Some		None	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	102,014	30.9%	55,918	17.0%	98,916	30.0%	59,018	17.9%
2	95,881	23.3%	74,369	18.1%	117,759	28.6%	101,943	24.8%
4	112,050	28.8%	67,023	17.2%	128,522	33.0%	64,426	16.6%
5	79,195	25.3%	52,207	16.7%	75,812	24.2%	95,052	30.3%
6	185,876	34.2%	108,029	19.9%	129,214	23.8%	107,419	19.8%
7	183,227	29.1%	121,670	19.3%	177,870	28.3%	128,439	20.4%
8	246,839	33.9%	155,740	21.4%	190,795	26.2%	111,728	15.3%
9	132,585	36.1%	73,178	19.9%	81,780	22.3%	70,191	19.1%
10	197,520	30.3%	117,052	18.0%	180,218	27.6%	135,320	20.8%
12	116,954	32.8%	75,083	21.1%	90,922	25.5%	60,246	16.9%
15	103,259	32.3%	62,895	19.7%	75,311	23.6%	59,809	18.7%
16	174,250	30.4%	115,284	20.1%	150,318	26.3%	113,702	19.9%
17	187,038	31.4%	119,555	20.1%	135,334	22.7%	140,259	23.5%
19	124,439	28.0%	93,225	21.0%	111,329	25.1%	96,932	21.8%
20	149,651	33.4%	79,905	17.9%	123,118	27.5%	83,141	18.6%
21	148,678	33.6%	76,868	17.3%	106,816	24.1%	95,331	21.5%
22	233,104	32.0%	116,824	16.0%	184,859	25.4%	167,087	23.0%
23	126,812	31.0%	87,403	21.4%	108,406	26.5%	68,857	16.8%
National	2,699,372	31.1%	1,652,228	19.0%	2,267,299	26.1%	1,758,900	20.3%

Denominator is the enrollee population by VISN.